

Return & Replacement Policy

Effective September 24, 2026 | Four Strokes LLC

1. Scope

This policy covers physical Four Strokes products purchased directly from Four Strokes. Tournament registrations, digital services, and purchases from other sellers are governed by their own applicable terms or the seller's policy.

2. All sales final

We do not accept returns or offer refunds or exchanges because a customer changes their mind, orders the wrong item, or no longer wants a product. Please review your order before placing it. The exceptions below cover eligible order problems and cancellations before shipment.

3. Canceling before shipment

You may request cancellation through our support contact page before your order ships. If we receive and process your request before shipment, we will cancel the order and refund the amount paid to the original payment method. Once an order has shipped, it cannot be canceled under this section.

4. Damaged, missing, or incorrect products

If your order arrives damaged, is missing an item, or contains an incorrect item, contact us within **7 calendar days after delivery**. Provide your order number, a brief description, and photos of the product and packaging when available. We may ask you to retain the packaging while we review the issue. For a verified issue, we will send a replacement product or the correct or missing item at no additional charge. Do not send anything back unless we provide return instructions; if we require a return for a verified issue, we will provide a prepaid shipping method.

5. If we cannot fulfill an order

If we cannot ship an order, we will cancel and refund the unshipped merchandise and applicable shipping charges. If shipment is delayed, we will provide any required notice and cancellation option. If a replacement for a verified order issue cannot be provided, we will offer an appropriate refund for the affected item.

6. Wholesale orders

Wholesale buyers should contact Four Strokes support about damage, shortages, incorrect products, or any requested adjustment. Applicable wholesale purchase terms control where they differ from this retail policy, subject to applicable law.

7. Contact support

Submit your order inquiry through swim4strokes.com/contact.html. Include your order number and describe whether you need cancellation, a replacement, or help with a wholesale order. Do not include payment card details in your message.

Nothing in this policy limits rights that cannot be excluded under applicable law.