

Equipment Sale Policies

Authorized Skates U.S., Jackson, and Aura Dealer

Ross Skate Academy LLC

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Return Policy:

- Equipment can be returned within one week of delivery and must be in the same, unaltered, unused condition. For skates and blades, no returns will be accepted after sharpening, mounting, fitting, heat molding, etc.
- Cost: shipping and handling fee.
- To return equipment, you must notify Ross Skate Academy of the return within one week of the delivery of the item.

Payment Policy:

- The payment method options are: Personal Check, PayPal, Credit Card, or cash. Please make checks out to Ross Skate Academy, LLC.
- Full payment is due within 15 days from receipt of invoice. Fitted equipment will not be delivered until payment is received.
- An invoice will be sent when Ross Skate Academy has received the equipment ordered.
- If there are outstanding or late payments, a 20% upcharge will be added to the payment.
- New skates and blades purchased from RSA come with included fitting and mounting services at no additional cost.

Boot and Blade Fitting:

- New blades purchased from Ross Skate Academy LLC include mounting and initial sharpening services at no additional cost.
- For boots purchased from RSA, boot fitting is included at no additional cost. Boot fitting includes heat molding if applicable as well as stretching if necessary.
- Ross Skate Academy LLC will mount, sharpen, and fit all boots and blades unless explicitly notified otherwise. Please notify Ross Skate Academy LLC that a boot or blade will not need fitting, mounting, or sharpening services when scheduling a fitting appointment.
- Screws and lace straps are included with the cost of each Skates US boot purchased from Ross Skate Academy LLC. Ross Skate Academy will retain all screws and mounting equipment for fitting services. If screws or other similar fitting equipment is necessary, please contact Ross Skate Academy LLC and they will be provided at no additional cost whenever possible.

Equipment Recommendations:

- Ross Skate Academy team members will give their best recommendation for fitting, sizing, equipment, etc. based on their expertise as a USFS certified coach, Authorized Aura Skates Dealer, Authorized Jackson Dealer, Authorized Skates U.S. Dealer, training, and experiences. These recommendations are just that, recommendations. Ross Skate Academy LLC is not responsible for equipment variance.
- Ross Skate Academy, LLC is not responsible for the client's equipment choices and preferences (including sizing, fitting, etc.), nor is RSA responsible for delayed shipping, backordered items, etc.

Consultations and Communication:

- Please come to all consultations with current boots, blades, skate socks, in-boot equipment, and guards.
- Explicitly communicate all equipment concerns and needs
- Explicitly communicate all fitting, mounting, and sharpening concerns, needs, and preferences.
- Be willing to try on different boots and have your feet measured.
- Be open and willing to try different things. Boot fitting is specific to the skater and can vary for all skaters.

- Communicate budget.
- Pay all outstanding bills in a timely manner to ensure the quickest receipt of the equipment.
- Contact Ross Skate Academy LLC directly at rossskateacademy@gmail.com with any concerns, questions, or needs in a timely manner.

By purchasing equipment from Ross Skate Academy LLC or by scheduling a fitting, mounting, or sharpening appointment, you agree to and understand the policies, procedures, and information outlined above.