

If the product is found to be defective during the warranty period and under normal use and proper care, Boardriders will repair or replace the product in its sole discretion. The decision to repair or replace the product will be made by the Boardriders Warranty Department after a review of the condition of the product as described below by region.

## **WARRANTY PERIOD**

**Wetsuits Warranty Period:** 1 year limited warranty from date of purchases except for purchases in Europe (see below).

**Wetsuit Accessory Warranty period:** 90 day limited warranty from date of purchase except for purchases in Europe (see below).

## **WHAT'S NOT COVERED**

The Boardriders Wetsuit Warranty does not apply to wetsuits or wetsuit accessories when: The product was not purchased from Boardriders or an authorized reseller of our wetsuit or accessories; Product was repaired or altered by anyone other than Boardriders or a Boardriders authorised repair facility; product is sold as, or identified prior to such purchase, as second or defect; product is out of the warranty time period; There is no proof of purchase; Defect or damage is the result of normal wear and tear, including fading due to extended exposure to sunlight, sunscreen, chlorine, abuse or neglect; Product not purchased from an authorised Boardriders retailer within the country where the product is being returned; product has not been laundered or cared for properly as per care Instructions that are provided with the product; products are/were used for commercial purposes, including but not limited to rentals, teaching or instructional purposes; and, damage is the result of an accident. This Warranty also does not apply in the case of loss of the product. Boardriders will not accept any claims for consequential or incidental damages.

## **IF YOU HAVE A PROBLEM**

If you have questions regarding the warranty on your items, or need help in processing a warranty claim, please ensure you have your proof of purchase (original sales receipt) and contact the appropriate Boardriders' Warranty Department by region in which you purchased the product. If you intend to return your product, you must first ensure that you wash your product out with fresh water and make sure that it is dry inside and out.

**USA ONLY:** If you need help in repairing or replacing your wetsuit, please send an email to the Warranty Department at [warranty.usa@boardriders.com](mailto:warranty.usa@boardriders.com), along with photos of the damaged area(s), a copy of the original proof of purchase showing item, date and location of purchase, and a brief description of how the damage occurred. Our warranty team will review the information and contact you within 24 hours with the next steps. If we determine the product is covered by our wetsuit warranty, we will issue you a Warranty Authorization, a Wetsuit Repair Form that must be fully completed, and instructions on how to return the product back to us. If the product cannot be repaired, yet meets the warranty requirements on time and usage, a replacement of equal value will be ordered and shipped to you. We cannot process any warranty claim that does not include the original purchase receipt or does not have an assigned Warranty Authorization number. Boardriders is not liable for any product lost in transit. Additionally, customers are responsible for all tracking information on return shipments.

**AUSTRALIA ONLY:** If you want to send your product back directly to Boardriders, please contact our Customer Service Centre by e-mail [wetsuitrepairs@boardriders.com](mailto:wetsuitrepairs@boardriders.com). Otherwise, return the product to your place of purchase with your proof of purchase. If your product is covered under warranty and

needs repair or replacement, Boardriders will return the repaired or replaced product to you freight free and any repaired or replaced products will be covered for the remainder of the original warranty. If your returned product is not covered under warranty, Boardriders will include the cost of return shipping and handling along with a nominal repair charge. Include your proof of purchase, your name, return shipping address and postal code (so we can return your product to you), your phone number & email contact (in case we have questions for you), a brief description of the product problem and in Australia also include the Return Authorisation (RA) number given to you by Boardriders. In addition to the benefits provided by this warranty, where your product is purchased in Australia, it comes with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the product repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure.

**EUROPE ONLY:** A limited two year warranty from date of purchase will apply if your product has been purchased in Europe and if it is defective or does not look or work as advertised. In some countries within Europe, national law may require a longer warranty period and those requirements will apply to your purchase. Your product may be defective during the warranty period if it meets at least one of the following criteria: it does not match the product description and does not have the promised characteristics; it is not suitable for normal use compared with similar products; it is not suitable for an agreed specific use; or it does not offer the quality or performance that can be expected for products of the same type. If repair or replacement is impossible, cannot be carried out within a reasonable period of time, is too complicated or involves clearly disproportionate costs for Boardriders, you could be entitled to a refund of your purchase price or to keep the goods and obtain a partial refund. If you want to send your product back directly to Boardriders, please contact our warranty department by e-mail [sav@boardriders.com](mailto:sav@boardriders.com), along with photos of the damaged area(s), a copy of the original proof of purchase showing the product, date and location of purchase, and a brief description of how the damage occurred. Our warranty team will review the information and contact you shortly with the next steps. If we determine the product is covered by our product warranty, we will issue you a Warranty Authorization, and instructions on how to return the product back to us. Otherwise, you can return the product to your place of purchase with your proof of purchase. If your product is covered under warranty and needs repair or replacement, Boardriders will return the repaired or replaced product to you freight free and any repaired or replaced products will be covered for the remainder of the original warranty. If your returned product is not covered under warranty, Boardriders will include the cost of return shipping and handling along with a nominal repair charge.

### **CARE INSTRUCTIONS**

After each use rinse your suit or wetsuit accessory out with clean cool fresh water. Hang the item in the shade on a wide plastic or wooden hanger. Take care when getting in and out of your suit, fingernails and toenails can pierce the materials. Due to the abrasive nature of materials such as deck grip and hook loop type materials, great care should always be taken when using your suit. To prevent voiding this warranty, we recommend that wetsuits and wetsuit accessories never be put in a washer or dryer and never be placed in direct sunlight for drying.