



QUINTANA ROO SWIM WARRANTY

Quintana Roo is proud to offer a two-year, no-fault warranty and a 14-day money back guarantee on all Quintana Roo swim products.

14-DAY MONEY BACK GUARANTEE

We want to be sure you are 100% satisfied with the purchase of your new Quintana Roo swim product. If, after you purchase your wetsuit/swimskin or use your wetsuit/swimskin for a swim and are not satisfied, you can return it for a full refund. Shipping costs (domestic and international) are not included in the refund.

TWO-YEAR, NO-FAULT WARRANTY

Each Quintana Roo wetsuit/swimskin is backed by our two-year, no-fault warranty. We warrant our wetsuits/swimskins to be free from material defects, such as ripped seams or other product malfunctions, as well as from defects caused by the user. This warranty is only valid for the original owner and does not extend to any third parties. To start a warranty claim, please fill out our swim warranty form on the QR website or contact us. You must include the proof of purchase along with photos of the potential warranty issue on the form.

With this warranty, we will either get the wetsuit/swimskin back to repair it at our factory headquarters, or we will send you a repair kit based on the damage. Please contact us if you have any questions about filling out the warranty form.

WHAT IS COVERED

Items that are covered in the two-year, no-fault warranty include:

- Product and material malfunctions (seams rip, zipper malfunctions)
- Surface rips or abrasions caused by normal wear and tear
- Unintended or accidental damage (placing wetsuit in the dryer)
- In case your dog decides to eat it!

We want you to be happy with your purchase, so please contact us if you have any issues with your order. If your swim product has material defects or user damage within the first two years and a warranty claim is filled out, we will take care of the problem by either repairing or replacing the suit.

WHAT IS NOT COVERED

Items that are not covered by our warranty include:

- Discoloration of the neoprene or the Quintana Roo graphics due to excessive sun exposure
- Modifications made by the athlete, including cutting any piece of the suit's material
- Degradation or de-lamination of fabric, thread, neoprene, foam, plastics, rubbers or materials or components due to exposure to chlorine, bromine, pool chemicals, UV, etc.
- Shipping charges on domestic and international orders

WETSUIT MODIFICATIONS

We cannot warrant any modifications that are made to your swim product that we did not perform. Specifically, if you or someone else modifies your Quintana Roo wetsuit/swimskin that directly affect the performance or quality of the product, it should be noted that the product will no longer be covered under warranty.

Modifications include cutting or manipulating any part of the product outside of what was manufactured. Please use caution if you'd like for your wetsuit/swimskin to be covered under our warranty! If you have questions or need to speak with someone about getting a different size, please contact us.

LIMITATIONS

There are no warranties which extend beyond the description on the face of this limited warranty, and any other warranties, express or implied, including, but not limited to, any warranties of merchantability and/or fitness for a particular purpose, and are expressly excluded by the terms of the limited warranty.

Quintana Roo shall in no event be liable for incidental or consequential losses, damages or expenses in connection with its products. QR's liability hereunder is expressly limited to the repair or replacement of good not complying with this warranty or at QR's elections, to the repayment of an amount equal to the purchase price of the product in question.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion of limitation of incidental or consequential damage. The above limitations or exclusions may not apply to your situation. This warranty gives you specific legal rights, depending on which state you are in. Quintana Roo does not authorize or permit anyone else, including its dealers, to make any other warranties, express or implied, for QR.