



## **WARRANTY POLICY**

### **WETSUIT WARRANTY POLICY:**

#### **What is covered under warranty?**

- 1 Year Warranty on most workmanship & materials
- 90 Days for accessories
- Policy is valid from date of purchase. Must provide proof of purchase with your submitted claim.

#### **What is NOT covered under warranty?**

- International orders
- Materials over 1 year from date of original purchase or 90 days for accessories
- Any damaged item outside of the warranty time frame
- Normal wear and tear or wetsuits clearly worn out or beyond the product's life expectancy
- Delamination in neoprene material (including knee pads) after 6mo of original date of purchase
- Damage from exposure to sunlight, harsh detergents, chlorine and/or chemicals, or improper handling or storage
- Fin cuts and wetsuit tears
- Repairs or alterations to the wetsuit done or attempted by anyone outside of a Buell Surf authorized repair facility
- Use in commercial, rental, teaching or instructional programs or activities
- Products classified as seconds, samples, promotional, or used
- Wetsuits clearly worn out or beyond the product's life expectancy
- Sale item: Wetsuits, UV, accessories, and promotional discounted products purchased on buellsurf.com or from an authorized Buell Dealer
- Items purchased as a Final Sale or through our Funhouse collection
- Warranty request **without original proof of purchase**

#### **What to do next?**

- 1) If you are unsure of whether your suit is covered under our warranty policy, please contact **warranty@buellsurf.com**. Provide a detailed description of the defect and attach photos to help us determine the best way to proceed.
- 2) Fill out the Buell Wetsuit Repair form. Please write as clearly as possible, providing as much information as you can, and give us a detailed description of the defective suit.
- 3) Please make sure your wetsuit is clean and dry. Dirty wetsuits damage the machines and will be returned without repair.
- 4) Place your Proof of Purchase and the completed Buell Wetsuit Repair Form in the box with your wetsuit.
- 5) Ship it back!

### **SHIP YOUR WETSUIT TO:**

**Buell Surf**

**Attention: Warranty Department**

**912 41<sup>st</sup> Ave., Santa Cruz, CA 95062**

\*Our Warranty Department has 20+ years of experience. It is at the sole discretion of our warranty department to determine whether your wetsuit is covered under warranty. If covered, we will repair it off site at a 3rd party repair facility or replace your item and ship it back to you. If not covered, we will notify you and offer to ship it back to you as is..

\*For other questions or to check your warranty status, please contact **warranty@buellsurf.com**.



**\*PLEASE CONTACT [WARRANTY@BUELLSURF.COM](mailto:WARRANTY@BUELLSURF.COM) PRIOR TO SHIPPING TO CONFIRM YOUR WARRANTY CLAIM IS COVERED\***

## **Buell Warranty Form**

### **CUSTOMER INFO:**

**NAME:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

**Description of the damaged suit:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### **CUSTOMER WETSUIT INFO:**

\*NOTE: Please make sure your wetsuit is clean and dry.

**MODEL:** \_\_\_\_\_

**SIZE:** \_\_\_\_\_

**COLOR:** \_\_\_\_\_

**CUSTOMER HEIGHT:** \_\_\_\_\_

**CUSTOMER WEIGHT:** \_\_\_\_\_

**PURCHASE DATE:** \_\_\_\_\_

(\*Please include of copy your purchase receipt)

### **BUELL WARRANTY DEPARTMENT USE ONLY:**

**RECEIVED DATE:** \_\_\_\_\_

**REPAIRED DATE:** \_\_\_\_\_

**SHIP DATE:** \_\_\_\_\_

**CUSTOMER NOTIFIED:** \_\_\_\_\_