

coastlines

WETSUIT REPAIR DETAILS

WARRANTY REPAIRS

This covers anything that appears to have failed under normal use, such as failed or delaminated seams.

WARRANTY ITEMS ARE ALWAYS REPAIRED FREE OF CHARGE.

We expect all of our products to last between **2 to 3 seasons** when properly maintained and cared for. This varies from user to user and does not necessarily have to do with the number of times the product is used. We are always willing to evaluate your item(s) and are determined to make quality repairs and alterations whenever feasible and possible.

NON-WARRANTY REPAIRS

This is damage due to normal wear and tear or damage not caused by a malfunction. For example, punctures & nicks, fin cuts, and de-lamination of materials. We offer repairs for these items at a reasonable cost. Fit issues and sizing are strictly not covered. Please check our **"Right Fit Policy"** as to how to handle any of the issues as sizing and fit are strictly not covered. These need to be resolved before the suit hits the water.

WHO DETERMINES IF IT'S A WARRANTY OR NON-WARRANTY REPAIR?

We work collaboratively with our official wetsuit repairer to determine whether your wetsuit issue is covered. We will contact you if there will be any charge and/or to discuss repair options.

WHAT IS THE PROCESS FOR REPAIRING MY WETSUIT?

Once the item gets to the Repairs Department, we will evaluate it and determine what repairs we will make. Typically, we look for areas where we see wear in addition to the repairs you specify when sending in your item. We will contact you with the current turnaround time, payments and what to expect during the repairs process.

If we find non-warranty fixes, we will contact you to clear charges. When repairs are finished, you will be called for pick-up (if local), or sent tracking information after your item is shipped out. Please note, we are unable to ship to P.O. boxes.

HOW LONG WILL MY REPAIR TAKE?

If you need your item back by a specific date, please contact us prior to sending it in. Our turnaround time is generally **10 business days** or less, dependent on the time of the season. This excludes shipping and/or time in transit. There is no guarantee on the time this may take, please bear in mind the increase in demand during peak seasons.

HOW DO I SEND MY ITEM FOR REPAIR?

Please keep in mind our repairers, will not inspect any wetsuit if it is wet, sandy or unclean. Please wash and thoroughly dry your item before handing it back. Damp or dirty items can damage our sewing machines and repair equipment, which subsequently may cause delays to the turnaround time. We reserve the right to charge for any item we receive that is not clean or dry. If the wetsuit is in an unacceptable state, we may send the item back to you as is.

WHAT IS THE PROCESS FOR RETURNING MY WETSUIT?

If your item has been used, it must be sent to our official repair partner. Please include a valid **proof of purchase** along with your completed repair form.

SEAQUEL NZ

15G Porana Road,
Wairau Valley, 0627.
Auckland, New Zealand

REPAIRER AU

Tweed Warehouse,
51 Greenway Drive
Tweed Heads South NSW 2486

IS IT A NEW WETSUIT?

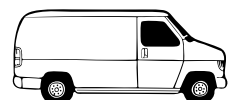
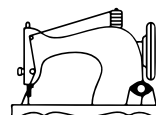
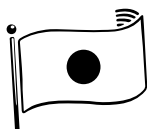
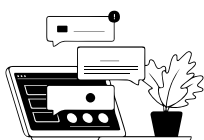
If your item has not been worn and is in brand new condition, send it to one of our main depots. Your item must be accompanied by a receipt, order number, or other proof of purchase.

COASTLINES HQ

90 Newton Road,
Eden Terrace, 1010.
Auckland, New Zealand

COASTLINES AU

Tweed Warehouse,
51 Greenway Drive
Tweed Heads South NSW 2486



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WETSUIT REPAIR FORM

Customer

NAME

PHONE*

ADDRESS

EMAIL*

DATE SENT

Wetsuit

STEAMER / SPRING / OTHER?

SIZE

SERIES

ORDER NO.

PURCHASE DATE

DESCRIBE THE REPAIR

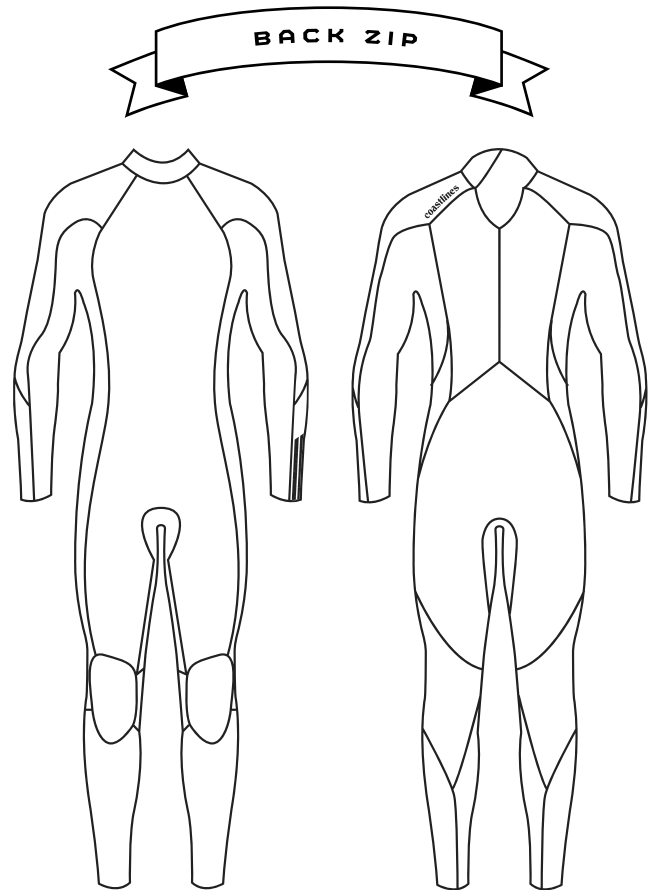
Repairer

LOCATION RECEIVED

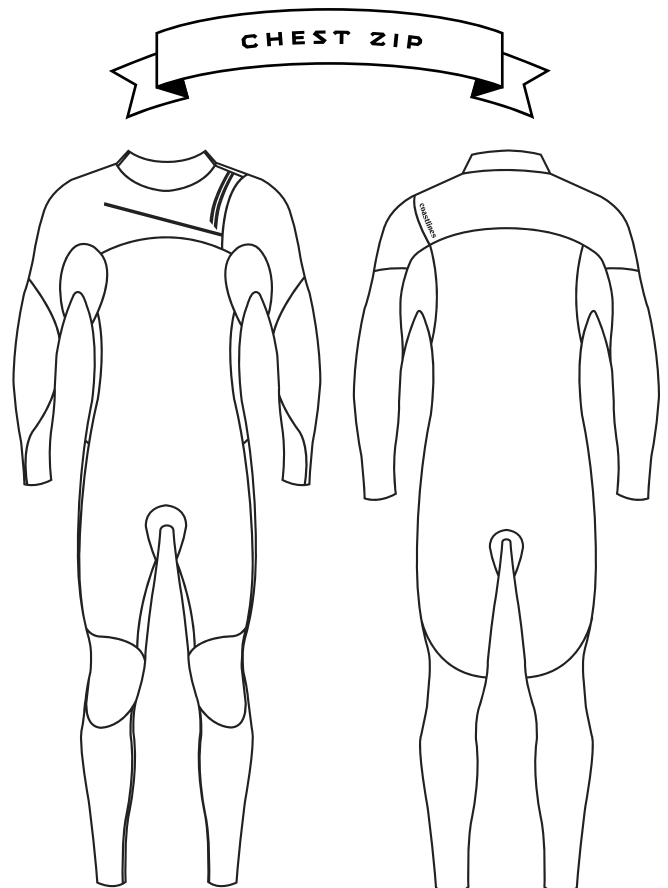
RECEIVED BY (INITIALS)

DATE RECEIVED

DATE RETURNED



PLEASE MARK THE AREAS
IN NEED OF REPAIR



PLEASE INCLUDE THIS FORM WHEN
SENDING TO THE REPAIR DEPT.