



LIMITED WARRANTY PROGRAM

INFLATABLE PADDLE BOARDS AND ACCESSORIES INCLUDED - DURATION 3 YEARS

The Wild Tribe prides itself on designing high quality technical outdoor products. However, if you experience a quality problem involving a defect in workmanship or materials with your The Wild Tribe products, that problem may be covered under the terms, conditions and periods provided in this limited warranty.

ELIGIBILITY FOR THIS LIMITED WARRANTY IF

- When you unpack your product, you notice: a material breakage, an aesthetic defect or a lack in your list of accessories included with the equipment. All claims for material breakage, cosmetic defects or missing accessories must be reported within the first 48 hours of receipt of the package by the original purchaser. To be eligible for warranty, the item must show no signs of use.
- Despite proper use and maintenance of the product, you still notice a manufacturing defect during the term of this limited warranty.

HOW OUR WARRANTY WORKS

If you are eligible for warranty and the product is repairable, The Wild Tribe will repair or replace, at our expense, any part of the product that is defective in material or workmanship according to the terms and conditions of the warranty presented below. If we determine that the product cannot be repaired, we will offer you a store credit equal to the residual value of the product based on its purchase price according to this residual value table. In order to receive store credit, the product must be returned to The Wild Tribe or to a drop-off location designated by The Wild Tribe for inspection.

RESIDUAL VALUE TABLE – INFLATABLE SUP (Excluding accessories)	
Purchased since	Residual value
0 - 12 months	100%
12 – 24 months	60%
24 – 36 months	30%
+ 36 months	0%

In the event of a breakage in an accident or that your situation is not covered by this warranty. The Wild Tribe can sell you the replacement parts (according to the availability). If the repair and the change of the parts are more technical and that you cannot do it yourself, The Wild Tribe can proceed to the repair at a reasonable cost.

WHAT THIS 3-YEAR LIMITED WARRANTY COVERS

If you are the original purchaser (i.e. the original owner) and that you use our products for the activities for which they are intended and that you take good care of them, this warranty applies and covers manufacturing or material defects of the components under normal conditions. At all times and under all circumstances, the application of the warranty is and remains applicable at the sole discretion of The Wild Tribe. A proof of purchase is mandatory for the warranty to be honored.

WHAT THIS 3-YEAR LIMITED WARRANTY DOES NOT COVER

The Wild Tribe ensures superior manufacturing standards and diligent product verification. However, with time, it is normal to see signs of wear and tear in outdoor equipment and sporting goods, even if you are an expert in the maintenance of your products. This warranty does not cover normal wear and tear on your product. Common examples of normal wear and tear are: color fading, abrasion, scratches, abrasions, material degradation due to UV exposure or use, corrosion, delamination, etc. In addition, this warranty does not cover products that have been modified, altered, misused or improperly maintained, abused, rented, used as demonstration products or for commercial purposes. The application of the warranty remains at the discretion of The Wild Tribe.

TERMS AND CONDITIONS OF THIS LIMITED WARRANTY

This limited warranty is applicable only to the first purchaser of the product purchased from an authorized dealer of The Wild Tribe and is not transferable in any way. The limited warranty is effective on the date of purchase or the date of receipt of the product by the first purchaser if purchased online. Receipt of the board is based on tracking information from the shipping company that delivered your package. All claims must be made by the customer of the order with the information used at the time of purchase. It is impossible to make a claim for someone else.

For any warranty claim, The Wild Tribe reserves the right, at its sole discretion, to repair or replace any part or component meeting the criteria of this limited warranty with a new part that is identical or comparable, but cannot guarantee the continued availability of certain types or colors of products or parts. Parts or components replaced or repaired under the terms of this Limited Warranty will be covered by this Limited Warranty for the remaining term of the original Limited Warranty. All repairs include the risk of affecting the aesthetics of the product. Many products are used and may affect aesthetics and not quality and performance. We do not guarantee and will not compensate for these cosmetic effects during a repair.

The shipping costs for the return of the parts or products to The Wild Tribe are the responsibility of The Wild Tribe if the claim is made within 60 days following the effective date of the limited warranty. After this period, the shipping costs for the return of the parts or products to The Wild Tribe are the responsibility of the original purchaser. Shipping costs to return replacement parts or products to the first purchaser are at the expense of The Wild Tribe. The customer can at any time substitute a delivery by a visit to the repair places designated by The Wild Tribe.

The original purchaser may be responsible for making any repairs or replacements of warranted parts to the level of repair or replacement.

General :

1. Cosmetic defects or material breakage upon receipt of merchandise includes: scratch(s), scuff(s), cut(s), stain(s) and any other similar cosmetic defects. Also included are any cosmetic defects on the product or components of the product that may be caused by an external force and do not cause damage that prevents the product from functioning properly. Being sporting goods highly susceptible to minor and moderate cosmetic defects due to their nature of use and for reasons of responsible consumption to reduce our environmental footprint. We do not authorize any product exchange for minor and moderate aesthetic defects. The Wild Tribe reserves the right, at its sole discretion, to evaluate the extent of the cosmetic defect.
 - a. On the board
 - i. Any minor cosmetic defects are not eligible for warranty
 - ii. Moderate defects reported within 48 hours:
 1. 30\$ compensation
 - iii. Major defects reported within 48 hours:
 1. 60\$ compensation or ;

- 2. Replacement of the board at our expense
 - iv. If reported within 48 hours or more, no indemnity or compensation is awarded
 - b. On the accessories
 - i. Any minor cosmetic defects are not eligible for warranty
 - ii. Moderate defects reported within 48 hours:
 - 1. Compensation of 20% of the value of the accessory
 - iii. Major defects reported within 48 hours:
 - 1. Compensation of 50% of the value of the accessory or;
 - 2. Replacement of the accessory at our expense
 - iv. If reported within 48 hours or more, no indemnity or compensation is awarded
2. Missing accessories in the inflatable paddle board set upon receipt of merchandise: Our inflatable paddle boards come with several accessories for use with the board. These accessories may vary in product type, shape, packaging, etc.
- a. Missing accessories must be reported to the vendors within 48 hours of receiving the board.
 - i. If reported within 48 hours, we will return the missing accessory at no charge
 - ii. If reported within 48 hours or more, the customer will be required to purchase the missing accessory and pay for its delivery.
3. Perforation of a product: The manufacturer's warranty covers perforation upon receipt of merchandise only. No other perforation beyond the 48 hours following receipt is eligible for the manufacturer's warranty.
- a. If mentioned within 48 hours two options are available to the customer;
 - i. Compensation of 75\$ or;
 - ii. Replacement of the board at our expense
 - b. If reported within 48 hours or more, no indemnity or compensation is granted. The customer is still eligible for a repair service at our offices at a reduced price of \$15 per "perforation" (excluding shipment cost).

Eligible for accessories:

Please note that accessories are only eligible for the same terms and conditions as the inflatable paddleboard. Accessories are eligible for a 3 month limited warranty according to the following terms:

Breakage on accessories

- 1. Any manufacturing defects on accessories that cannot be caused by an external force.
 - a. Reported within 3 months of receiving the accessory.
 - i. 50% compensation if the item is still usable without affecting performance.
 - ii. If the accessory is unusable, exchange the accessory.

Eligible for inflatable paddle boards:

Breakage on the board

- 1. Seal disbondment
 - a. Minor delamination repairable by the client
 - i. Within the first month of receiving the board.
 - 1. A compensation of 35\$ and the customer proceeds to the recollection of the detached part himself,
 - 2. Repair of the board by The Wild Tribe.
 - ii. Between the 1st month and the 12th month following receipt of the board.
 - 1. A compensation of 20\$ and the customer proceeds to the recollection of the detached part himself,
 - 2. Repair of the board by The Wild Tribe.

- iii. After the 12th month following receipt of the board
 - 1. No warranty on the disbondment.

Link to the video on how to repair a minor seal disbond

b. Major disbondment

- i. Within the first 12 months of receiving the board.
 - 1. A credit according to the residual value table
- ii. After the 12th month following the receipt of the board
 - 1. Repair of the board by The Wild Tribe.
 - 2. If repair is not possible. A credit according to the residual value table.

2. Disbondment of the anti-slip mat

a. Minor disbondment repairable by the client

- i. Within the first month of receiving the board.
 - 1. compensation of 35\$ and the customer proceeds to the recollection of the detached part himself
 - 2. Repair of the board by The Wild Tribe.
- ii. Between the 1st month and the 12th month following receipt of the board.
 - 1. A compensation of 20\$ and the customer proceeds to the recollection of the detached part himself
 - 2. Repair of the board by The Wild Tribe.
- iii. After the 12th month following receipt of the board
 - 1. No warranty on the disbondment.

Link to the video on how to repair a minor seal disbond

b. Major disbondment

- i. Within the first 6 months of receiving the board.
 - 1. A credit according to the residual value table.
- ii. Between the 6th month and the 12th month after receiving the board.
 - 1. Repair of the board by The Wild Tribe.
- iii. After the 12th month following receipt of the board.
 - 1. No warranty on the disbondment.

3. Detachment of accessories glued to the board

a. Minor disbondment repairable by the client

- i. Within the first month of receiving the board.
 - 1. A compensation of 35\$ and the customer proceeds to the recollection of the detached part himself
 - 2. Repair of the board by The Wild Tribe.
- ii. Between Between the 1st month and the 12th month following receipt of the board.
 - 1. A compensation of 20\$ and the customer proceeds to the recollection of the detached part himself
 - 2. Repair of the board by The Wild Tribe.
- iii. After the 12th month following receipt of the board.
 - 1. No warranty on the disbondment.

Link to the video on how to repair a minor seal disbond

b. Major disbondment

- i. Within the first 6 months of receiving the board.
 - 1. Credit according to the residual value table.
- ii. Between the 6th month and the 12th month after receiving the board.
 - 1. Repair of the board by The Wild Tribe.
- iii. After the 12th month following receipt of the board.
 - 1. No warranty on the disbondment.

4. Valve

- a. Any manufacturing problem with the Valve
 - i. Within the first 6 months of receiving the board
 - 1. Credit according to the residual value table.
 - ii. Between the 6th month and the 18th month following receipt of the board
 - 1. Repair of the board by The Wild Tribe.
 - 2. repair is not possible. A credit according to the residual value table.
 - iii. After the 18th month following receipt of the board
 - 1. No warranty on the valve

5. Deformation of the board

- a. La déformation de la planche est garantie pendant 12 mois
 - i. During the 36 months of the warranty
 - 1. A credit according to the residual value table.

At no time and under no circumstances shall The Wild Tribe be liable for any direct, indirect, incidental, punitive or exemplary damages suffered by any party as a result of the direct or indirect use of its products and this limited warranty.

WARRANTY CLAIM PROCEDURES

You must contact our customer service department to determine the problem and the most appropriate solution for you BEFORE sending your product in for warranty repair or replacement, OR contact your authorized The Wild Tribe retailer to submit a warranty claim. The dealer will then contact us for repair.

- 1. Fill out the claim form <https://quebecsup.com/pages/reclamation-de-garantie>
- 2. If you believe the damage is covered by the warranty, you must provide proof of purchase of the product or complete the warranty claim using the same email address used for the order in question.
- 3. When approved, return the product securely packaged with your full name, address, email address and/or phone number to this address.