

# Colby+

## **Wetsuit Warranty and Repair Policy**

At Colby +, we stand behind the quality of our wetsuits and are committed to providing our customers with the best possible service. As such, we offer a warranty and repair policy for our wetsuits, as outlined below.

### **Warranty Policy:**

All Colby + wetsuits are covered by a limited warranty against defects in materials and workmanship for a period of 1-year from the date of purchase. This warranty is only applicable to the original purchaser and is non-transferable.

If a defect in materials or workmanship is found within the warranty period, we will repair or replace the wetsuit free of charge. The decision to repair or replace the wetsuit will be at the sole discretion of Colby +. This warranty does not cover normal wear and tear, damage caused by misuse, abuse, or neglect, or damage caused by accidents or environmental factors.

To make a warranty claim, the customer must provide proof of purchase and contact our customer service team ([info@colbyplus.com](mailto:info@colbyplus.com)). The customer will be responsible for the cost of shipping the wetsuit to our repair facility. If the warranty claim is approved, we will cover the cost of returning the repaired or replaced wetsuit to the customer.

### **Repair Policy:**

If a customer's Colby + wetsuit is damaged outside of the warranty period or if the damage is not covered by the warranty, we offer a repair service. Our repair team will assess the damage and provide the customer with a quote for the cost of the repair.

The customer will be responsible for the cost of shipping the wetsuit to our repair facility and the cost of the repair. Once the repair is complete, we will cover the cost of returning the wetsuit to the customer.

Please note that not all damage is repairable, and our repair team will make the final decision on whether a repair is possible.

### **Where Do I Send My Wetsuit?**

Please send your suit to:

Colby +  
130 Los Agujes Ave  
Santa Barbara, CA 93101  
Attn. repairs

### **What Happens After I Send My Suit In?**

If our repair team finds the repairs are under warranty, we'll quickly repair or replace the suit and send it back ASAP.

For non-warranty repairs, our repair team will assess and reach back out with an update and price quote if necessary. Once approved, the repair will be completed and the suit returned ASAP.

### **Further Questions?**

To make a warranty claim or inquire about our repair service, please contact our customer service team at [insert contact information].

We appreciate your business and look forward to providing you with the best possible service.

# Colby+

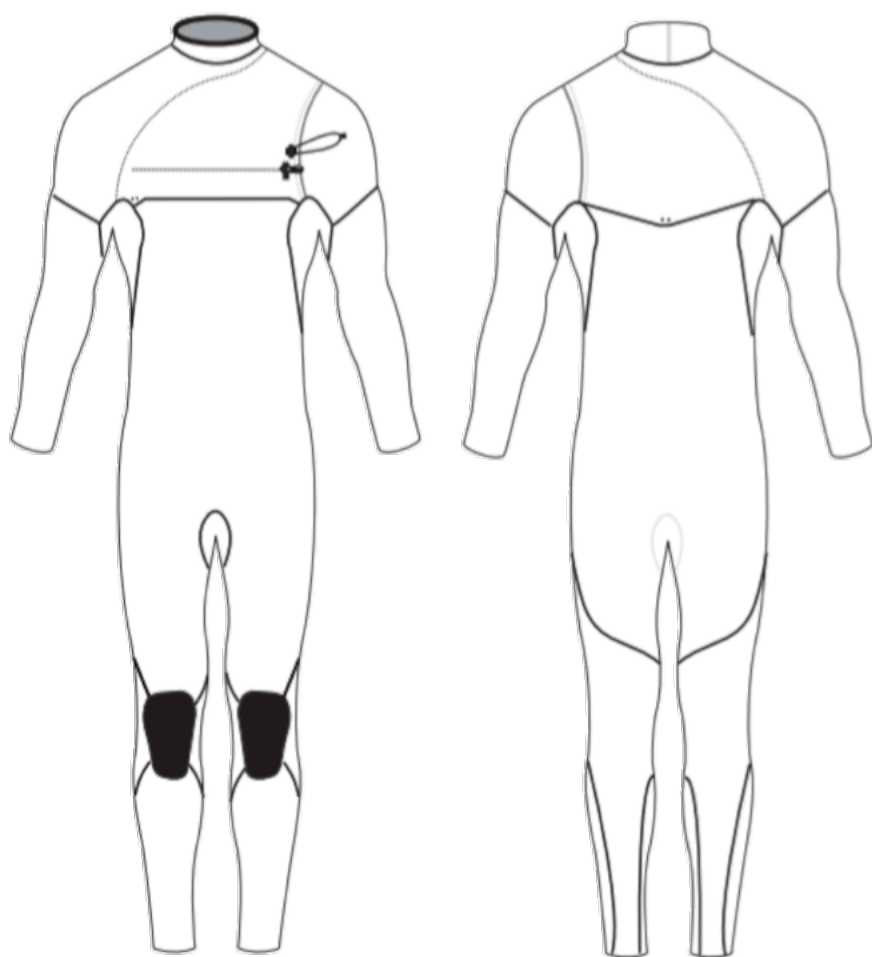
## WETSUIT REPAIR FORM

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Wetsuit Brand: \_\_\_\_\_ Model: \_\_\_\_\_ Size: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: (       ) \_\_\_\_\_



Order #: \_\_\_\_\_

Please mark where repairs are needed, and describe the issue in the section below:)

Description of the Issue: \_\_\_\_\_

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