



WARRANTY PROCESS

We hope your Snowdog never breaks down or leaves you stranded, but sometimes the unthinkable happens. Machines break. They are, after all, made by humans. We promise that we'll always do our very best to get your Snowdog back to you as quickly as possible.

WHAT TO DO IF YOU HAVE A REPAIR ISSUE:

Get in touch with us immediately! Here's how to reach us:

Call us:	1-800-318-1119
Email us:	info@recreationrevolution.ca
Visit us In-Person:	581 Marjorie Street Winnipeg, MB R3H 0S8

If you're located within the city of Winnipeg and can't bring it in to our office easily, let us know and we'll see if we can arrange to pick it up for you.

If the issue is with a Snowdog machine, we'll diagnose the problem and confirm if the repair is covered under warranty.

- If the repair is covered under warranty, we'll proceed immediately with the warranty process. This typically involves a request to Snowdog, approval for the work, the work itself, and then a final approval for release from Snowdog.
- If the repair is not covered by warranty, we'll contact you and discuss the cost of the repairs before doing any work. Please note that a minimum \$45 charge applies for non-warranty inspections. If you're not sure about what is covered by your warranty, you can find that information on your bill of sale, which you signed on delivery. If you can't find it, we keep them on file for your convenience.

If you find a defect in a seat, sled, mitts, handlebar bag, LED light or other Snowdog accessory and you are within the applicable warranty period, we will replace the accessory immediately.

HOW LONG WILL THE REPAIRS TAKE?

We understand how badly you want to ride your Snowdog, and how badly your Snowdog will miss you while it's in our care. We've seen warranty repairs take anywhere from 2 days to 2 weeks - but every situation is different. In the case of backordered parts - repairs may take even longer. We'll do our very best to communicate this with you so there are no surprises.