



WARRANTY PROCESS

As Canada's largest Snowdog dealer we are proud to support the products we sell. If you have issues with any of the products you purchase from us - please keep reading.

Snowdog Warranty Terms & Conditions available here: [Snowdog Warranty Form & Policy](#)

WHAT TO DO IF YOU HAVE A WARRANTY/REPAIR ISSUE:

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

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

We'll start the process off with pictures of your unit. The more the better - videos even! Describe the problem you're having in as much detail as possible and make sure you include your serial number where possible.

From there the process may differ for the following items:

1. Snowdog Accessories

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. We will issue a RMA to send the accessory back to us.

2. Snowdog Machines/Parts

Once we have reviewed the warranty claim and you have authorization from us to proceed, we will need you to get the part/machine to us. Any transportation costs or delivery charges are the customer's responsibility.

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. Note the approval from Snowdog can take time. This is unfortunately out of our hands.

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 Recreation Revolution bill of sale, which you signed on delivery. If you can't find it, we keep them on file for your convenience.

3. Briggs & Stratton Engines

If the issue is with the Briggs & Stratton engine itself please take it to a Briggs & Stratton authorized repair center. We trust and recommend [Ideal Small Engine](#) in Winnipeg. Any transportation costs or delivery charges are the customer's responsibility.

WHAT'S NOT COVERED

Damage/Neglect: We will not cover anything caused by misuse, neglect or that is damaged physically.

Products purchased elsewhere: We are all about customer service, but at the end of the day are just 2 guys with big hearts. We will try to make recommendations and provide advice on parts and machines bought with other dealers, but you may need to follow up with your original dealer for support.

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.