

# WARRANTY CLAIM FORM



Thank you for choosing to ride with SSW. In the case of damage to the board as a direct consequence of a manufacturing defect within the warranted period of one (1) year, please fill in the sections of the form and return to [info@surfsupwarehouse.com.au](mailto:info@surfsupwarehouse.com.au). Please ensure that you attach the proof of purchase, as well as photographs of the deck, base, area of the fault and serial numbers explicitly indicating the defect area.

First Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Address: \_\_\_\_\_

Last Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

Board Model: \_\_\_\_\_  
Board Length: \_\_\_\_\_  
Purchase Date: \_\_\_\_\_

Colour: \_\_\_\_\_  
Serial No: \_\_\_\_\_  
Claim Date: \_\_\_\_\_

Please describe the the fault to your board:

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How many times have you used the board:

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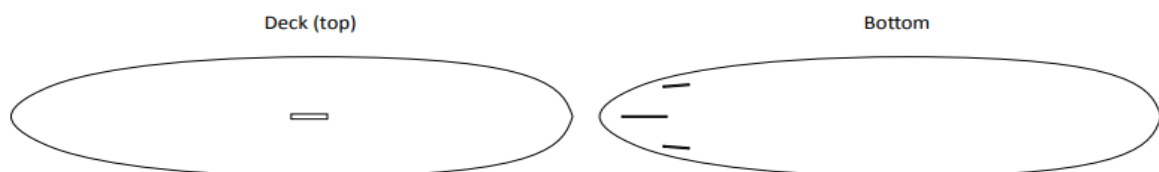
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Has the board been previously repaired:

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Please indicate the faulty area on the image below;



I certify that all information I have given is true and correct. If otherwise proven, I will accept to return the replacement board to the manufacturer and/or accept the penalty conditions within the laws of documentation and contract agreements.

Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

# WARRANTY CLAIM FORM

This warranty is only valid to the original purchaser of the board from the original dealer.

This warranty is valid for one (1) year from the date of purchase of the original product.

This warranty does not cover the following claim conditions:

1. Damage or defects caused by impact with any materials or objects (for example rocks, paddles, other boards).
2. Damage or defects caused by collisions, abuse, misuse or accidental damage.
3. Breakage or defects as a result of prior damages.
4. Damage or defects caused by transport, loading, unloading, dropping, or out of water handling.
5. Damage or defects caused by heel dents.
6. Damage or defects caused by inappropriate storage or handling.
7. Damage or defects caused by exposure to temperature
8. Damage or defects caused by natural events such floods, earthquakes, fire, etc..
9. Damage or defects caused by alterations or modifications including the use of a larger fin than specified.
10. Damage or defects caused by repairs.
11. Damage or defects caused by usage of the board after a claim is reported.
12. Damage or defects caused by heavy wave impact and shore break impact.
13. Damage or defects caused by improper mounting or adjustment of bindings or footstraps.
14. Any damage except manufacturing defects in material or workmanship.
15. Damage or defects caused by storage of the board in closed, damp conditions (for example a wet boardbag).
16. Damage caused by touching the sea bottom.
17. 12'0" SUPs and longer boards are not designed for heavy wave conditions
18. Boards used in rental, commercial, or teaching environment.

Please remember that SURF and SUP boards can break from use in waves and shore breaks without any product defect, due to the inherent risks of the sport and the power of waves. Claims relating to breakage where there are no clear signs of a defect may not necessarily be considered a warranty.

A warranty claim has to be filed with the original dealer where the purchase was made. Surfttech's responsibility is limited to repair or replacement of the defective product. Neither Surfttech nor any of its representatives will be responsible for any, losses or damages incurred as a result of manufacturer's defect.

Please note that claims cannot be processed unless all the information is completed.