



## **Gaisford Surf Equipment Warranty**

Gaisford Surf Equipment will warrant their products to the original purchaser to be free from major defects in design, material construction or workmanship for a period of thirty (30) days from the date of purchase.

This warranty is subject to the following limitations:

The warranty is valid and applies only when the product is used for normal recreational, rescue and sporting activities, and does not cover usage in rental or teaching operations.

It does not cover damage caused by misuse, abuse, neglect or normal wear and tear including, but not limited to, pressure dings, damage due to excessive sun exposure, damage caused by improper handling and storage, damage caused by use in waves or shore break or damage caused by anything other than defects in the material and workmanship.

This warranty is void if any unauthorized repair, change, or modification has been made to any part of the board or ski. Gaisford Surf Equipment will make the final warranty determination, which may require inspections and/or photos of the equipment, which clearly show the defect(s). If necessary, this information must be sent to Gaisford Surf Equipment, postage prepaid. No warranty is given at all, outside of 30 days. This is the only warranty we make to you and is in lieu of all other warranties, express or implied. We expressly disclaim any and all liability for bodily injury or death and for incidental and consequential damages to the maximum extent permitted by law.

This warranty extends only to the original purchaser of the product covered by the warranty; it does not extend to subsequent purchasers or third parties. There are no warranties, which extend beyond the warranty specified herein. The duration of any implied warranties are hereby limited to the 30day duration of our express warranty.

## **Return Policy**

No refunds. Faulty or damaged items will be replaced. Faulty or damaged items must be returned within 30 days of sale and the items will be replaced. PROOF OF PURCHASE IS REQUIRED.

## **Shipping Damage**

In the unhappy event that a board is damaged in transit, Gaisford Surf Equipment will do whatever it takes to make it right. The very first thing you should do is contact us and we will go through the following options with you:

- (a) Keep and repair the board or ski damage and Gaisford Surf Equipment will look after the bill. This works best as you can recover the cost of the repair. Also you don't have to wait for a replacement.
- (b) Get an estimate for repairs and send the estimate to us with a picture of the damage. On approval, we will refund 100% of the repair cost (note: if the surf craft is badly damaged, we would prefer you to send it back, so we can show the damage directly to the carrier.
- (c) Notify us of the damage and a return label will be sent to you. Package the board back up in it's original state and simply return it free of charge back to Gaisford Surf Equipment. You have the choice of a full refund or a replacement. This will be granted upon receipt of the damaged surf craft.