

# International Service of Connelly and CWB Products.

Dear International Watersports Customer:

- 1 We encourage you to support the Connelly / CWB dealers located within your own country. They can provide you with the best service of our products.

Connelly has determined the need to establish a separate policy for dealers selling and shipping our merchandise to consumers outside the country in which they are located. This is a result of consumer complaints relating to the actual cost of the product being higher with air freight, customs fees, and potential VAT (Value Added Taxes up to 25% of the product value) and for warrantee service of the merchandise, if the consumer has a problem.

- Dealers that ship you merchandise from outside your own country are responsible for providing you with all customer service inquiries regarding this merchandise which includes any warrantee questions or claims. In the event that product must be returned for warrantee, it will be returned to the dealer that sold you the product at your expense. Once the product has been repaired or replaced, you would pay the return freight charges from the selling dealer back to you.
- 2 Make sure you know the total costs associated with the purchase of any product shipped to you by any company from outside your country including freight, duty and VAT that will need to be paid by you.

Other Connelly and CWB dealers in or outside the United States are not obligated to service product you purchased from a dealer located outside of your own country. The dealer selling you the products will stock warrantee parts to help you with any parts you may need. Additional product information is available on the selling dealers website. You may also visit the "skier" or "rider" support section of this website with prior year's brochures, binding diagrams and other helpful warrantee information.

Thank you,