



Connelly Return Authorization Policy

A **Return Authorization** Number (RA) is required before returning Connelly merchandise.

How to receive a Return Authorization Number: Phone, email, or fax request to Connelly Warranty or Sales Department. Please provide the following information in your request: Your name, complete address, phone number and email address if available, product model name, model year, size, date of retail purchase, and description of problem. Your RA# is valid for 30 days.

When using email you may include pictures of the item in question if an image of the affected area is clearly visible. At Connelly's discretion a warranty replacement may be granted without returning the product.

Phone: (425) 775-5416

Email: warranty@connellyskis.com

Fax: (425) 778-9590

When returning an item for warranty, the RA# must be on the outside of the box (either on the shipping label or written in marker near the shipping address). Warranty service will be done only at the Connelly factory, and freight to that point must be prepaid. Remember to package items in such a way that they will be protected in shipping.

Ship to:

Connelly Skis
Warranty Dept. /RA #
20621 52nd Ave West
Lynnwood, WA 98036

Reminder:

Warranty items i.e. handles, ropes from Proline will be handled through the Connelly warehouse.