



Warranty Policy and Procedure

1-YEAR LIMITED WARRANTY: Connelly skis, wakeboards, and bindings are warranted to be free of defects in materials and workmanship for a period of one year when purchased from an authorized Connelly dealer, see exceptions noted below.

**Excluded in the limited warranty is damage due to misuse, improper care, torn finger holes on bindings, freight damage, handle impact damage, bottom abrasions, and ski school/rental business.*

LIMITED LIFETIME WARRANTY: If a Connelly ski or wakeboard, or binding, fails due to defective materials or workmanship after the original warranty period, it will, at manufacturer's option, be replaced at one half the current retail price, or repaired at cost. This limited lifetime warranty is in effect for as long as the original owner keeps the ski. It is not transferable. Damage due to misuses or improper care is excluded.

HOW TO OBTAIN WARRANTY PERFORMANCE: Please refer to Connelly return authorization policy. Skis and Wakeboards returned under this limited warranty will be replaced or repaired at the option of the Connelly factory. To the extent any provision of this warranty is prohibited by federal, state or municipal law, and cannot be pre-empted, it shall be applicable. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. All Connelly Skis and Wakeboards must be purchased from an authorized Connelly dealer for warranty to be validated.

***EXCEPTIONS TO 1 YEAR WARRANTY:** The GT-R ski has a lifetime warranty. Epoxy construction wake surfers have lightweight construction, just like a surfboard and do not come with a warranty.

ACCESSORIES: Accessories include: vests, bags, ski and wakeboard covers, sweatshirts, hats, t-shirts, and gloves. See separate warranty for tubes.

Connelly accessories are warranted to be free of defects in material and workmanship for a period of one year from the date of purchase. Damage due to misuse or improper care is excluded.

Warranty Recap

BOARDS & SKIS WE DO COVER

- Breakage such as structural cracks on top sheet, bottom and sidewall not caused by impact or misuse.
- Lamination failure which is not caused by impact.
- Spinning or stripped inserts. (Note: Inserts that are stripped due to improper mounting are repairable, but are not considered a material flaw).
- Core Expansion.

WE DON'T COVER:

- Ski or board damage resulting from improper mounting of bindings, the use of incorrect mounting hardware, or the mounting of non-Connelly bindings.
- Cosmetic issues including discolored graphics, top sheet dents or chips.
- Excluded in the limited warranty is damage due to misuse, improper care, torn finger holes on bindings, handle impact damage and bottom abrasions. Do not "grind" or slide on docks, pilings, ridges, shoreline or other boats. Dents due to handle impact and/or dents from non-Connelly bindings on the top of the board are not covered under warranty.
- Shipping damage (contact the freight company, save all packaging).

SHIPPING INFORMATION

- Remove bindings from wakeboards before returning.
- Use a box for shipping boards and skis. Plastic wrap will not protect the ski or board in shipping. Protect end and sides with extra cardboard or foam inside the box.
- Do not use a "permanent" marker to point out a ski or board's problem, use tape to mark area.

WARRANTY TIP

A: Evaluate

- Was the ski or board purchased within the last year?
- Does the damage appear to be due to impact, abuse, negligence, or reactions to heat, solvents, or harsh detergents?

B: Return

- Bring the product to the store where it was purchased.
OR - Call for a Return Authorization (RA) Number - (425)-775-5416.
OR - Email - warranty@connellyskis.com.

- Tell us **WHAT** you are sending back-describe the product, what model, size, and year.
- Where was the purchase made?
- Tell us **WHY** you are sending it back-describe the problem.
- Record the RA# and details for your future reference.

C: Pack and ship the product immediately!

Your RA# is valid for 30 days. Use a cardboard box then pack the ends and sides for protection from shipping damage.

- Include the original proof of purchase (receipt), and keep a copy for your records.
- Include a brief description of the problem and the RA#.
- Mark the defect clearly with a piece of masking tape.
- Print the RA# clearly on the outside of the box.

For shipping via FedEx or UPS

Ship the product to:

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

Customers are responsible for shipping charges to our company.

- If the returned product is within the valid warranty period and judged by Connelly to be defective, we will repair or replace the product.
- If the problem is determined to be not covered under warranty but can be repaired, we will call with a quote, and to get authorization from you to proceed with the repair.
- If the problem is not covered under warranty nor repairable, the product will be returned as is**. You may be offered a special price for a replacement under the terms of our "Limited Lifetime Warranty" on skis or boards.
- Customers are responsible for all shipping charges on items not covered under warranty.

**Exception will be made on non-repairable items that have been damaged to a degree that may endanger the customer or others. Connelly will destroy the product and notify directly.

Street addresses are required.

We cannot return ship to a P.O. Box.