

WARRANTY INFORMATION

FAQ

Q. I have a warranty claim. What is the procedure?

A. In principle your Starboard Foils dealer, where you bought the product from, is always your central point of contact in case of a warranty claim. They record the claim and get in contact with us in order to discuss the further steps. Your dealer is also responsible for the coordination of appointments as well as the actual repair.

Q. What do I need to make a warranty claim?

A. Proof of purchase is required for all claims made under warranty, accidental damage and misuse are not covered.

Q. What if I ask another dealer for help with a service claim?

A. When you bought your equipment, you made a legal contract with your dealer. If warranty and liability claims or any other service questions arise, that dealer is your main point of contact. Making a claim for your equipment with a dealer other than the original seller is at the discretion of the dealer.

Q. I purchased my equipment online and have an issue. What can I do?

A. The seller is the central point of contact who will handle the assessment and processing of the damage. Get in contact with them as soon as possible.

Q. How long is the liability and/or warranty period?

A. The statutory liability for material defects applies to the entire equipment for one year. Excluded from this are wear and tear parts (see Exclusions). There is also a 1 year manufacturer's warranty on the equipment starting on the purchase day.

Q. What is the difference between warranty and liability?

A. Liability is a statutory responsibility of the seller for material defects within a period of 1 year. Warranty, however, is a customized service offered voluntarily by the manufacturer or seller.

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TERMS

Starboard Foils warrants that the product, when it is purchased from an authorized dealer, will be free from defects in materials and workmanship for a period of one (1) year from the date of purchase

All claims for warranty must be supported by original proof of purchase, serial number, proof of manufacturing fault and be communicated to the Starboard Foil's distributor via the original dealer.

INCLUSIONS:

- Cosmetic defects.
- Cracks due to manufacturing defect.

EXCLUSIONS:

- Normal wear and tear, including scratches or paint chipping.
- Wearable parts and surfaces, specifically: bolts, bolt threads, mast/fuselage connection, mast/foil box connection, shims and spacers.
- Equipment that has been modified from the original spec.
- Accidental damage or misuse.
- Improper maintenance or zero maintenance.
- Neglect such as corrosion due to lack of maintenance, storage outdoors or in damp conditions, excessive exposure to sunlight, improper handling.
- Extreme use e.g. jumps, use in reef waves, use in in shorebreak, prolonged intensive use.
- Freight and local tax charges.

If covered, Starboard Foils will, at Starboard Foil's sole option, repair or replace the defective part.

The limited warranty is exclusive and in lieu of all other warranties of quality and performance, written, oral or implied and all other warranties, including any implied warranties of merchantability or fitness for a particular purpose, are hereby disclaimed. In no event shall Starboard Foils be liable for special, indirect, incidental, consequential, statutory or exemplary damages, whether in contract, tort, negligence, strict liability or otherwise including, without limitation, loss to property other than this product, loss of use of said product, or other property or other economic losses. Starboard Foils shall not be liable for contribution or indemnification, whatever the cause. Some jurisdictions do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to particular customers. Starboard Foil's obligations under any warranty shall be limited, to the greatest extent allowed by law, as provided in this Limited Warranty. This Limited Warranty gives you specific legal rights; you may also have other rights, which vary from one jurisdiction to another.