

Fletcher Chouinard Designs (FCD) Board Satisfaction and Care

Fletcher Chouinard's surfboards are of superior quality, and are tried and proven shapes. You can be confident that your FCD surfboard will be strong and well constructed. If it isn't, we may repair or replace it, or refund your money, whichever makes sense to us once we see your board and decide what went wrong. But, we can't be responsible for boards that are abused, like being left in a hot car, road damage, stored in the blazing sun or thrashed on the rocks or pier pilings. And we can't be responsible for problems resulting from normal wear and tear - those dings, dents and delams from unrepaired cracks are inevitable. We also cannot tell you that your board won't break; all boards will break given the right conditions.

If you have a problem with your board, tell us what is wrong and we'll figure out how it should be handled. It may be a repair, it may be a replacement, it may be a refund, or it may be your responsibility.

Care and Responsibility For Your Board:

We pride ourselves on our workmanship and stand behind our boards. However, taking care of your board is ultimately your responsibility and we're not responsible for the problems below - which also make good guidelines for caring for your board.

- Damage when using a dark board bag.
- Damage from the freeway, in an airplane, or in transport.
- Repairs done by unauthorized repair shop – see authorized shop list.
- Fin losses in or out of the water are not covered.
- Broken/buckled boards will be repaired (not replaced).
- Intentional damage, lost or stolen boards are not covered.
- Natural discoloration when exposed to sunlight.
- Damage or loss to a third party.
- Any body injury caused by surfboards.
- Damage from commercial, rental, demo, and instructional programs.
- Un-repaired dings or holes stored in damp conditions.

Surfboard Warranty Process

FCD headquarters (not retail locations) has the discretion to either repair or replace a defective FCD surfboard that meets our policy, which we update from time to time. Please follow the following steps for making a warranty claim:

1. Fill out the following-

NAME _____ PHONE: _____
SERIAL NO.: _____ STYLE: _____
BOARD SIZE: _____ FINISH: _____
PURCHASE DATE: _____ SURF SHOP: _____
COMMENT/CLAIM: _____

MAIL TO (your address): _____

2. Provide PROOF OF PURCHASE (sales receipt).
3. Describe the problem.
4. From there, a warranty claim can be made in one of two ways:
 - a. Return the board, with the above information and sales receipt, to the retail store where it was originally purchased. The retail store will contact FCD to obtain a return authorization number and it will send the board to FCD if you pay for shipping. **OR**
 - b. Contact FCD directly to receive a return authorization number and send the board on your own at your expense.
5. The authorization number is only for us to inspect the board when it arrives at FCD, it doesn't mean we agree to repair it. An FCD employee will inspect the board and determine whether the damage reported is valid and covered under the warranty.
6. The cost of shipping the board to FCD is not covered, but warranted items will be returned to the sender via ground service at FCD expense.

Tips for safely sending your boards to FCD:

- Remove and keep fins before returning.
- Mark damaged areas (including any damages unrelated to this warranty claim) with masking tape to point out the board's problems, but don't use a permanent marker. FCD is not responsible for any unmarked damaged areas.
- Wrap the board in a packing material, such as bubble wrap. Put extra bubble wrap on the nose, tail, and damaged areas.
- Use a box for shipping the board. Plastic wrap alone will not protect the board.

WARRANTY DISCLAIMER

WE DO NOT WARRANT THAT THE SURFBOARD YOU PURCHASE WILL MEET YOUR PERSONAL EXPECTATIONS, REQUIREMENTS OR SUSTAINABILITY, WE EXCLUDE AND EXPRESSLY DISCLAIM ALL EXPRESS AND IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. OUR LIABILITY TO YOU FOR ANY DAMAGE SHOULD BE LIMITED TO DIRECT DAMAGES AND SHALL NOT EXCEED THE AMOUNT YOU ORIGINALLY PAID FOR THE SURFBOARD.