

## KAYAK GUARANTEE

Sea Kayaking Finland

Pre-Season Order to Sea Kayaking UK (SKUK)

30.9.2011

### 1. Mechanical Guarantee

Sea Kayaking UK grants a guarantee against defects in manufacturing for 12 months:

*“Any defects considered to be the fault of the manufacturer are entitled to full warranty within the time frame stated.”*

*‘This warranty excludes those components supplied by other suppliers, damage caused by neglect or misuse’*

As the importer, Sea Kayaking Finland takes care of your possible warranty claims towards SKUK. We also repair kayaks under authorization by the Factory. We have developed our own repair procedures, which normally lead to an even stronger than original structure of the Kayak. Our guiding principle is to avoid having to fix the same issue twice ever!!

### 2. No Leaks

Kayaks are guaranteed to be leak-free outside to inside for a period of one year after purchase. Additionally the critical hatches around the cockpit shall be leak free – except for a possible vent hole in the middle of the hatch.

Kayaks are tested prior to shipping to the client. However, in some cases there have been small leaks forming shortly after putting the kayak into use. This is normally due to kayaks being structurally stressed in use, and any hidden problems showing up.

**Sea Kayaking Finland will fix at no charge any GRP-kayaks that are found to be leaky within 1 year of delivery to the client. We believe that any structural defects possibly leading to leaks will have surfaced by that time in normal use.**

#### How the guarantee works?

If your kayak has repeatedly water in one of the hatches, please contact SKFI and we will troubleshoot the problem, and if it can be fixed without bringing it to us, we will advise you how to perform the fix and send instructions and materials if necessary.

Should the problem not be corrected this way, the client shall bring the kayak to SKFI in Järvenpää. If we estimate the fix to take longer than 2 weeks, you will get a temporary replacement kayak from our fleet.

We will fix the problem, test the kayak for leaks and you will come and get your kayak back.

#### Preconditions

The leak has to be obvious enough, that it can be seen in a normal leak test by partially filling the kayak's hatches and cockpit one at a time with water and checking visually for leaks.

### **3. Installation guarantee**

We guarantee our installation work and materials for a period of one year from completion of the work.

For purchased components we refer to the guarantee that the original supplier grants for the part.

### **4. General preconditions**

The guarantee does not cover defects caused by hard impacts. These include hitting the kayak hard on stones, dropping it, etc.

The kayak shall be handled and stored with care.

Guarantee does not cover normal wear and tear.

Guarantee does not cover cosmetic flaws, i.e. problems that do not jeopardize structural integrity of the kayak.

Guarantee does not cover leaks that show up after one year of use (these are normally due to wear and tear)

### **5. Liquidated damages**

If the kayak cannot be fixed to a satisfactory shape after three attempts, the client can demand mitigating the sale or accept a reasonable discount for the defect. If the claim exceeds 10 % of the kayak's price, the vendor has right to return the original purchase sum or replace the product in the next delivery batch.

Consequential damages like client's time to sort out the problem or travel/freight costs are not covered.

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