



Warranty Information

XTERRA Wetsuits are warranted against any manufacturing and material defects for 2 years from the date of purchase. Manufacturing and material defects covered under the 2 year warranty include seam tears or separations, stitching tears or separations, and gluing defects. The most common damage **NOT** covered under warranty includes the following: neoprene tears caused by human hands/ fingernails, melting due to heat or sun exposure, heel tears, chlorine damage, tears caused by sharp objects, general rubber tears, improper repairs, other damage unrelated to the seams, stitching, or glue.

The 2 year warranty covers the original purchaser of the wetsuit. Coverage is voided if the wetsuit is sold or ownership is otherwise transferred. It is the responsibility of the customer to provide XTERRA Wetsuits with proof of original purchase.

It is expected that customers read, understand, and abide by the guidelines explained in the Care Guide.

XTERRA Wetsuits retains the right to decipher whether damage is caused by normal wear and tear circumstances, manufacturing defects, accident, misuse, improper care, or negligence. XTERRA Wetsuits also retains the right to repair or replace valid warranty claims at their discretion; refunds are not an option for valid warranty claims. Exact product replacement depends on available inventory and no guarantee is made to process warranties within a certain time frame, but we endeavour to ensure you are not without a wetsuit for any prolonged period. If your wetsuit is useable and you have an event coming up, we highly recommend that you try and use the wetsuit or hire a wetsuit through other wetsuit hire service.

Damage covered under warranty:

- Seam tears or separations.
- Stitching tears or separations.
- Gluing defects.

Damage not covered under warranty*:

- Neoprene tears caused by human hands/ fingernails.
- Melting due to sun or heat exposure.
- Heel tears (tears caused by forcefully putting on or taking your suit off to the extent that your heel, finger, or anything else punctures the wetsuit).
- Damaged caused by chlorine (degradation of the gluing in the suit is the most common chlorine-caused damage).
- Tears due to exposure to sharp objects (i.e. rocks, reef, etc.).
- General rubber tears.
- Damage caused by improper repairs.
- Other damage unrelated to the seams, stitching, or glue.

***For any damage that is not covered under warranty, please refer to our Repairs Procedures.**

Other Activities that Void the Warranty:

- Using your XTERRA Wetsuits for any activity other than triathlon or open water swimming.
- Altering the wetsuit in any way, including silk screening, heat transferring, embroidery, or cutting.
- Damage caused by using petroleum jelly (Vaseline) or any other petroleum-based product or unapproved lubricant, cleaner or treatment.
- Improper handling or storage.
- Prolonged exposure to heat, sunlight, chlorine, and other harsh substances.

Warranty Claim Procedures:

If the damage to your wetsuit is covered under warranty, please follow the procedures listed below to initiate a warranty claim. Please note that if you do not follow the procedures listed below, it may prevent your warranty claim from being processed in a timely manner.

STEP 1: Please email enquiries@xterrawetsuits.co.uk, with ALL of the following information:

- Your date of purchase and preferably your confirmation receipt received, as proof of purchase.
- At least one clear picture of the warranty claim.
- Detailed description of the warranty claim and how it occurred (if known).
- Product and size.
- Original order number.
- Name on the original order.
- Purchase date of original order.
- Contact information (email address and phone number).
- Any other relevant information (i.e. you have an upcoming race and require an expedited response).

STEP 2: Please allow up to 48 hours for a response; more often than not, we will respond much faster. If you have any questions, concerns, or comments in regards to our warranty policy, please contact the customer services team by emailing enquiries@xterrawetsuits.co.uk.

STEP 3: Customers are always responsible for the cost of shipping to return their wetsuit to XTERRA Wetsuits. XTERRA Wetsuits will cover the cost of shipping back to the customer, as long as it is within mainland United Kingdom. Warranties outside of this territory, may only be partially covered. If a customer would like expedited return shipping, additional fees apply. Please allow up to 10 business days for a warranty claim to be processed and completed from the time XTERRA Wetsuits receives it; shipping times vary.