



WATCH REPAIR FORM

WHAT IS COVERED UNDER WARRANTY?

- **5 years on movement.** Movement is the part inside the watch that makes it work, but it does not include the crown, sometimes called the winder.

- **2 years on waterproofing.** We recommend all watches be serviced, resealed and tested for water resistance every two years as heat, temperature changes, salt and other elements will diminish waterproofness over time. Have this done at the Rip Curl Service Center and we will then issue a new warranty on waterproofing for another year.

- **1 year on the battery.** Rip Curl's Service Center can replace all batteries and at the same time will reseat and test the watch functions and water resistance. We will then issue a new one-year warranty on the new battery.

Anything our technicians assess that falls under warranty will be repaired or replaced at no cost. All warranty claims will need a valid proof of purchase, either a receipt or a credit/bank statement, from an authorized Rip Curl Vendor.

WHAT IS NOT UNDER WARRANTY?

Any damage that has occurred to the watch that falls outside of the warranty time frame.

Damage to the glass, band, and case caused by general wear and tear or accidental damage.

WHO DETERMINES IF MY WATCH IS UNDER WARRANTY?

Our technicians have 35 years of experience with our watches and they personally inspect each watch to decide whether it will be under warranty or not. Our Service Center will contact you with an update and or quote from our technicians within 48 hours of receiving your watches.

WHERE DO I SEND MY WATCH?

Please send your watch into our technicians at the address below.

Rip Curl ATTN: Service Center
193 Avenida la Pata
San Clemente, CA 92673

We recommend shipping with a tracking number to verify that your package is delivered.

If you are near a retail Rip Curl store, you can stop in and our associates will send your watch in to our Service Center for you.

WHAT IS THE REPAIR PROCESS?

Due to various events in the past year, including but unfortunately not limited to a month-long furlough period, relocation of our HQ, Crew availability, and continued COVID-19 restrictions, we are falling far behind our expected turn around times for your warranty/repair job. This is something we greatly regret, and are doing everything we can to get caught back up. In the interest of fairness, we have to process all jobs in the order in which we receive them and we appreciate your patience and understanding in this.

If we need approval to move forward with a repair once we have assessed your wetsuit, we will attempt to contact you via phone or email 3 times. If we do not receive a response within 21 days, we will return the item to you in the state we received it.

FURTHER QUESTIONS?

If you have any questions about pricing, specific needs, or require a watch back within a certain time frame, please contact us before sending your watch in.

Call and Text: (714) 422 – 3699
Email: us.servicecenter@ripcurl.com

