



# WETSUIT REPAIR FORM

## WHAT IS COVERED UNDER WARRANTY?

**3 years on stitching.** This is any part of the suit that has been sewn together with thread.

**12 months on materials and construction.** If any part of the suit fails within a year under normal use we will repair or replace it. For example, a broken zipper, inside tape falling off, and panels coming apart.

**12 months on Aquaban liquid tape.** This is the liquid rubber coating that covers the outside seams on some of our suits.

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 wetsuit that falls outside of the warranty time frame.

Accidental damage, such as finger-nail cuts on the smoothie material, fin cuts, and improper handling.

## WHO DETERMINES IF MY WETSUIT IS UNDER WARRANTY?

Our technicians have 35 years of experience with our wetsuits and they personally inspect each wetsuit 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 wetsuit.

## WHERE DO I SEND MY WETSUIT?

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

Rip Curl ATTN: Service Center  
3030 Airway Ave.  
Costa Mesa, CA, 92626

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 suit in to our Service Center for you.

## WHAT IS THE REPAIR PROCESS?

If our technicians find the repairs to be under warranty, we will simply repair/replace the wetsuit and send it back to you within 48 hours.

For non-warranty repairs, within 48 business hours of receiving your wetsuit, our technicians will assess it and our Service Center team will reach out to you with an update and or quote.

If you approve, we will make the repairs and return to you within 48 business hours. If you do not approve, we will simply ship your wetsuit back to you as is.

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 wetsuit back within a certain time frame, please contact us before sending your item in.

Call and Text: (714) 422 – 3751  
Email: [us.servicecenter@ripcurl.com](mailto:us.servicecenter@ripcurl.com)



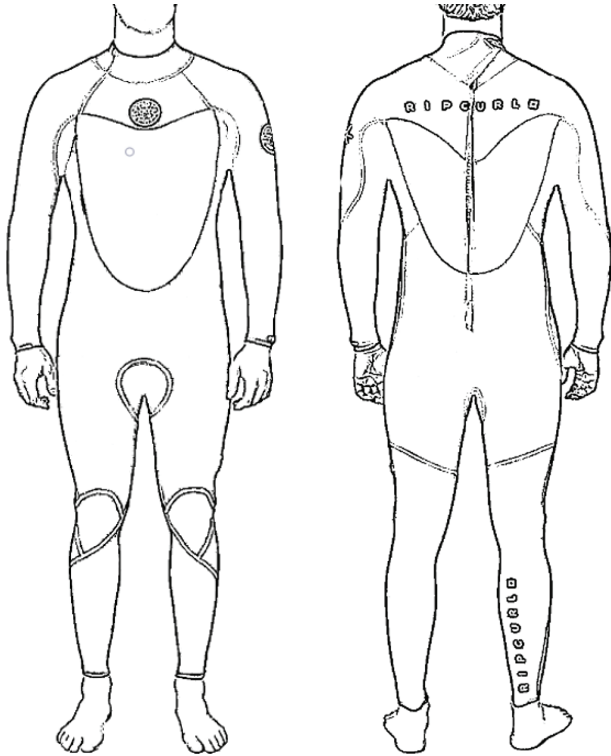
# WETSUIT REPAIR FORM

Please mark where repairs are needed below:

Customer Information:

### BACK ZIP

NAME: \_\_\_\_\_



STREET ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_

ZIPCODE: \_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

OK TO RECEIVE TEXT  
UPDATES ON YOUR ITEM?

YES

NO

PLEASE DESCRIBE THE FAULT AND THE REPAIR YOU  
WOULD LIKE:

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### CHEST ZIP

