



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 the 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
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 suit in to our Service Center for you.

CURRENT DELAYS

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

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

