

Blue Planet SUP Australia SUP Warranty Policy

Blue Planet SUP Australia is proud to stand behind our high performance quality Hawaiian branded paddle boards. For this reason Blue Planet Australia offers a limited warranty to the original purchaser covering 90 days from purchase against any defect in workmanship or materials. If you feel that you have a warranty claim with one of our products please speak with the Blue Planet SUP Australia Retailer where the original purchase was made. If you are not sure whether or not your item is covered by our warranty, please contact us on info@blueplanetsup.com.au.

Paddles and Paddle Boards will develop natural wear and tear as well as breakdown of materials over time. Taking care of your paddle can help extend its life.

Consumer Requirements:

- Proof of purchase from Blue Planet SUP Australia retailer must accompany all warranty claims. The name of the retailer and date of purchase must be clear.
- Photos of the paddle, which clearly show the defect(s) must accompany all warranty claims.
- Products may only be returned upon approval if an RA # is given in advance by Blue Planet SUP Australia Customer Service.
- Must be original purchaser.
- Blue Planet SUP Australia will determine if defect falls under warranty guidelines.

Blue Planet SUP Australia's limited warranty does NOT cover the following:

- Damage due to normal wear and tear.
- A board that has been previously repaired will usually not be covered under warranty
- Improper assembly, modifications or repairs.
- Damage due to improper care, handling, or storage.
- Damage due to excessive heat exposure including direct sunlight, extended amount of time in car and/or board bag.
- Damage or breakage caused striking of rocks, reef, rails, waves or falling in surf conditions.
- Damage caused by anything other than defects in material and/or workmanship.