



WETSUIT WARRANTY & REPAIRS

WARRANTY & NON-WARRANTY REPAIRS

· **WARRANTY REPAIRS**

DON'T PANIC, warranties are covered within 1 year from original purchase date on all seams and 1 year from original purchase date on neoprene with proof of purchase. Warranty Repairs cover any apparent malfunctions under normal use like a zipper that's busted or a seam that's torn. Warranty repairs are free of charge.

· **NON-WARRANTY REPAIRS**

Non-Warranty Repairs cover damage caused by normal wear and tear that is not caused by a malfunction. Examples include: a blown-out panel, a fin cut, or worn material. We charge for non-warranty repairs. Our wetsuit experts at Vissla will contact you if there will be a charge and/or discuss repair options and pricing. Warranty does not cover damage caused by extended or excessive exposure to sunlight, improper handling or storage, or failure to follow care instructions provided.

· **HOW DO WE DECIDE IF IT'S A WARRANTY OR NON-WARRANTY REPAIR?**

Our wetsuit experts at Vissla will determine whether your wetsuit repair qualifies under our warranty or if there will be a charge and/or discuss repair options and pricing.

· **WHEN WILL I GET MY WETSUIT BACK?**

Turnaround time is approximately 7 - 14 business days from the time your suit is received (excluding shipping).

· **WHAT SHOULD I DO FIRST?**

Reach out to us at care@vissla.com with details/images of the damage and proof of purchase before sending the suit in for repair. Fill out the Vissla Wetsuit Repair Form on the next page. Please write as clearly as possible, provide as much detailed information as you can and give us a detailed description of the repair needed. Also, mark the area in need of repair on one of the wetsuit drawings on the repair form.

· **HOW TO SHIP YOUR WETSUIT**

1. Please make sure your wetsuit is washed thoroughly, dirt/sand free, and completely dry. Unfortunately, we can't repair suits that are sandy, dirty or wet since they may damage our machines.
2. Make sure the box you use to ship the wetsuit in is large enough to prevent from too much creasing.
3. Place the Vissla Wetsuit Repair Form (completely filled out) and a copy of your receipt in the box with your wetsuit.
4. Please make sure you have your tracking info for shipping.
5. Please include a return shipping label.

SHIP YOUR SUIT TO:

VISSLA - WETSUIT REPAIR

18B Journey

Aliso Viejo, CA 92656

CREATORS



VISSLA

INNOVATORS

WETSUIT REPAIR FORM

CUSTOMER INFO

NAME: _____

PHONE: _____

ADDRESS: _____

EMAIL: _____

CUSTOMER WETSUIT INFO

Please make sure your wetsuit is washed thoroughly, dirt/sand free, and completely dry. We can't repair suits that are sandy, dirty or wet since they may damage our machines.

MODEL: _____

SIZE: _____ COLOR: _____

SC NUMBER *(found inside suit)*: _____

CUSTOMER HEIGHT: _____

CUSTOMER WEIGHT: _____

PURCHASE DATE: _____

(Please include a copy of your receipt)

DESCRIBE THE REPAIR YOU'D LIKE

VISSLA REPAIR USE ONLY

RECEIVED DATE: _____

REPAIRED DATE: _____

RETURN DATE: _____ SC#: _____

CUSTOMER NOTIFIED: _____

PLEASE MARK THE AREA IN NEED FOR REPAIR

