

WARRANTY

DURATION

COMMENCAL warrants the original retail purchaser that its COMMENCAL skis and snowboards are free from manufacturing defects for a period of two years (2 years) from the date of purchase. The date that appears on the invoice is Proof of Purchase. This warranty does not cover normal wear and tear, abuse, or neglect of the products.

CONDITIONS OF THE COMMENCAL WARRANTY

During the warranty period, we undertake to replace, at our expense and at our discretion, COMMENCAL skis or snowboards that are defective in workmanship or material. The defect must be assessed by our customer service team. They will be the sole department to authorise and to decide on the implementation of a warranty.

THE WARRANTY APPLIES ONLY UNDER THE FOLLOWING CONDITIONS:

- On skis and snowboards purchased from one of our authorized dealers or on the COMMENCAL website.
- To the first original owner of the skis or snowboard. The warranty does not transfer to the future purchasers in the event of resale.
- In the case of strictly normal use of skis or snowboards. The lifespan of a ski or snowboard will vary depending on its construction and the composition of materials. Other factors that may also affect this lifespan are the frequency of use, the aggressiveness of the riding, maintenance and upkeep provided etc.

The guarantee is not a total-risk insurance, and therefore it DOES NOT apply in the following cases:

- Damage caused during the transport of skis or snowboards between our warehouse and your home - this damage must be reported to the courier in writing.
- Damage caused by normal wear and tear as well as that caused by fatigue.
- If the pair of skis or the snowboard have been misused beyond the scale of their intended use indicated by COMMENCAL.
- If there has been insufficient maintenance or any negligence on the part of the owner.
- In the event of deformation of the skis or snowboard, a sign of excessive load.
- In the event of an accident; fall, collision, etc.
- If the skis or snowboard are no longer suited to your body shape of the owner.
- After continued use the skis or snowboard when already damaged.
- If damage to the skis or snowboard is a result of wilful misconduct or involving the liability of a third party.
- In the event of incidences of external elements or agents; natural disaster, fire, humidity, etc.
- Not complying with safety standards of intended use.

IMPLEMENTATION OF THE COMMENCAL WARRANTY WARRANTY ON COMMENCAL SKIS OR SNOWBOARDS

We like to deal with our customers directly and therefore want to deal with all inquiries directly. The easiest way to contact us is to complete the form that can be found here:

<https://www.commencal-store.com/PBCPPlayer.asp?ID=1985710>

This form must be completed and validated after having attached:

- A copy of the original invoice or order number.
- At least one (but preferably more) clear photo of the complete skis or snowboard.
- At least one (but preferably more) clear photo of the problem.
- At least one (but preferably more) clear photo of the serial number.

For concerns regarding newly received skis or snowboards, some photos showing the general condition of the box are necessary.

For any other questions please contact us by email: customerservice@commencal.com

EXCHANGE POLICY IN THE EVENT OF AN ACCIDENT

Our customer service department maintains a low-cost exchange policy in cases where warranty claims have been denied under «warranty exclusions».

Please contact us at: customerservice@commencal.com for more information.

LIMITATIONS OF LIABILITY

This warranty is defined here restrictively, and it is the full and final warranty for COMMENCAL skis or snowboards. Therefore, no retailer or any other third party is authorized to assume or grant expressly or implicitly, any addition or extension of warranty additional to that defined in these COMMENCAL warranty conditions. Any other obligation or cover granted by a third party does not in any way bind COMMENCAL to an agreement. COMMENCAL is not liable for physical (or otherwise) damage caused to the user, the purchaser or to others resulting from the use COMMENCAL skis or snowboards. COMMENCAL are not responsible for any amount exceeding the purchase price of the skis or snowboard or for any incidental or consequential damage occurred in connection with said skis or snowboard, in any way. This limitation is established within the strict limits of the law applicable to the contract and the commercial habits established by the use.

RECOMMENDATIONS

All winter sports including skiing and snowboarding, whether on-piste or off-piste, on the way up or the way down, involve taking risks. We therefore recommend that you first choose the right equipment for what you intend to do by taking advice from our customer service department. Also, it is important to factor the cost of the purchase of several essential safety items into your budget which our team can also help with. The most important thing is obviously the helmet. Other bits of equipment are available and essential for certain practices: eyewear, safety equipment like avalanche transceivers etc.

It is important to keep up with the evolution of equipment so that you can allow yourself to push your limits, safely. Take care of yourself.

HAVE A GOOD RIDE!

