



info@kitelementshop.com
www.kitelementshop.com

We use only **the best materials** available and carefully check the quality of all our products. Before launching our products on the market, we thoroughly test them and subject them to the strictest **pressure tests**.

However, material is only material and for that reason we provide the "**piece for piece**" warranty service to all our customers for a period of **one (1) year** from the date of purchase on our website. If a product is found faulty during the warranty period due to defects in craftsmanship or materials, we will replace the product **free of charge**. **Shipping costs** related to such replaced product are to be **covered by the client** (Claimant). In order to process the replacement claim, we need you to send us detailed photos with a description of the defect.

Before taking any actions, please contact us at info@kitelementshop.com and provide us with all the details of your claim. We will instruct you by e-mail on how to proceed within 48 hours. Please, be aware that this warranty is limited to **the original purchaser** only and applies only to products **purchased on our eshop**

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Unfortunately no product is indestructible and we must exclude the following:

- normal wear and tear
- any rips, punctures, scratches or any other damage caused by other objects
- sun/UV, water, sand and wind affected degradation
- damage caused by misuse, hard impacts/crashes, abuse, neglect and user error
- damage caused by improper assembly or set up
- damage caused by anything other than defects in material or workmanship

This warranty is void if:

- any modification or alteration has been made to the product
- the product has been previously repaired
- other than Kitelement products were used and resulted in the failure

Piece for Piece warranty!

Piece for