



WARRANTY

Damage in Transit

Important - If the shipping company delivers a damaged box, please refuse to accept the box.

If box damage appears slight but the board or paddle is damaged, please keep the opened box because it is needed to file a claim. Please REMEMBER to KEEP THE BOX.

Please take photographs of the box and product damage. Claims must be filed within **48 hours** of receiving the shipment. The customer is responsible for filing a claim with the designated carrier. If you have further questions, please contact LXV Outdoor at 1-877-230-1170 or cs@lxvoutdoor.com for USA and Canada and cs@lxvoutdoor.mx for Mexico

Limited 90 Day Warranty

LXV Outdoor guarantees the customer that products will be free from defects in materials and craftsmanship for 90 days from the date of purchase. If warranty service is needed on any LXV Outdoor product, please follow the procedure below. DO NOT RETURN product without a return material authorization ("RMA"). Defective products will be replaced or repaired at the discretion of LXV Outdoor. If product is deemed under warranty, LXV Outdoor will cover the shipping costs associated with getting repaired or replacement boards or paddles back to the customer.

LXV Outdoor shall not be responsible for incidental or consequential damage, unreasonable use or improper care of the board or paddle.

Non-Warranty Repair Policy

Damage due to accidents, improper use, wear and tear or other non-warranty issues will be repaired or replaced at a reasonable cost plus shipping and handling. LXV Outdoor will repair the board or paddle after a repair fee is quoted and payment is approved. Any board or paddle returned with incomplete information will not be worked on until the customer has contacted the company.

Product Return Procedure

USA and Canada

For all LXV Outdoor products go to <http://lxvoutdoor.com/warranty> - fill out form and upload images
Please allow a 48-hour response.

Mexico

For all LXV Outdoor products go to <http://lxvoutdoor.mx/warranty> - fill out form and upload images
Please allow a 48-hour response.

NOTE: A copy of the customer retail receipt is MANDATORY to process product under the warranty. The customer will be responsible for the return shipping cost of the original product.

Warranty of Demo Boards

All LXV Outdoor boards used in rental/demo applications will have a 30-day limited warranty. The limited warranty excludes damage resulting from improper care or handling accidents, modification, unauthorized repairs, or other causes that are not defects of materials and or workmanship. This LXV Outdoor's limited warranty coverage will not apply to boards that show signs of impact or abuse.

LXV Outdoor wants you to be an ecstatic customer. We will happily assist with all you're with your warranty needs and get you back on the water as quickly as possible.



CAUTION/DISCLAIMER

Stand up paddleboarding is a sport which carries inherent and unavoidable risks affected by factors such as the skill of the user, weather and water conditions, and care of the paddleboard. PLEASE NOTE THE FOLLOWING BEFORE USING THE PADDLEBOARD:

- 1) This board is NOT to be used as a life saving device so be sure that you are a competent swimmer.
- 2) The only intended use for the paddleboard is for paddling water.
- 3) Be aware of your surroundings, the weather condition, or any personal factors that may impact your ability to use the paddleboard safely. The air and water temperatures may change quickly. Please dress and prepare accordingly.
- 4) Paddles are used for the sole purpose of paddling.
- 5) We recommend that you attend introductory lessons (at minimum) taught by a qualified teaching professional to learn how to safely use a paddleboard, including how to board, fall safely, re-board, and send a distress signal.
- 6) At all times when paddleboarding, you should have safety items such as a lifejacket (and/or other PFD), sound signaling devices (e.g. a peerless whistle attached to a PFD), a surfer's leash, if appropriate. A flashlight/headlight is recommended for times of difficult visibility. Please consult any legal requirements set by your local jurisdiction/ federal requirements and the advice of a local qualified teaching professional regarding the use of the board. Rules and regulations for the safe operation of the board may vary between jurisdictions. Please be aware that the use of a PFD may make it difficult to duck underwater if there is a chance the paddleboard may hit you.
- 7) We recommend that you always use a paddleboard with a group and be cautious of any potential collisions. Children should always be supervised by an adult with experience paddleboarding.
- 8) Always handle your board with care. Regularly check your paddleboard for potential damage or distress that may affect its effectiveness.

INDEMNITY, LIABILITY RELEASE AND ASSUMPTION OF RISK

PLEASE NOTE THE FOLLOWING BEFORE USING THE PADDLEBOARD:

By purchasing and/or using the paddleboard, you affirm that you are aware that stand up paddleboarding has inherent risks which may result or be associated with serious injury or death.

By purchasing and/or using the paddleboard, you personally assume all risks involving the use thereof including, but not limited to, the risk of personal injury or death to yourself and others, as well as potential damage to property while using a paddleboard, whether negligent, intentional, foreseen or unforeseen.

By purchasing and/or using the paddleboard, you irrevocably and unconditionally agree to indemnify, defend and save harmless, release and promise to not bring a claim of any nature against, LXV Outdoor Inc. and its parent companies and affiliates and their respective employees, directors officers, agents, contractors, heirs, executors, estate trustees, personal representatives, successors and assigns (collectively, the "Indemnified Parties") with respect to any and all damages, losses and liabilities in any way arising, directly or indirectly, from any injury, death or other damages to yourself, your family, executors, heirs, personal representatives or assigns, other persons or any property arising out of or in association to your purchase and/or use of the paddleboard. By purchasing and/or using the paddleboard, you further release, exempt and hold harmless the Indemnified Parties from any claim or lawsuit by you, your family, estate, heirs or assigns, arising out of your purchase and/or use of the paddleboard. By purchasing and/or using the paddleboard, you understand that paddleboarding is a physically strenuous activity, that you will be exerting yourself, and that if you are injured as a result or in association of a heart attack, panic, dizziness, hyperventilation, drowning or any other cause, that you expressly assume the risk of said injuries and that you will not hold the Indemnified Parties responsible for the same.

By purchasing and/or using the paddleboard, you understand that your own physical and medical condition may affect the safe use of the paddleboard. By purchasing and/or using the paddleboard, you understand that the use of a paddleboard should be limited according to the instructions in the above Caution/Disclaimer, including the supervision of children by adults.

By purchasing and/or using the paddleboard, you accept the paddleboard as is and accept full financial responsibility for the care of the paddleboard to a standard required for safe use.

As the purchase and/or use of the paddleboard is your voluntary act, by purchasing and/or using the paddleboard, you hereby agree that this indemnity, liability release and assumption of risk is a legally binding agreement on you and your heirs, executors, legal representatives and assigns. Any claim that you may bring must be filed in a Court in the Province of Ontario, Canada and shall be governed by the laws of the Province of Ontario, Canada in all respects and you hereby irrevocably attach to the exclusive jurisdiction of the Courts of the Province of Ontario, Canada with respect to any such claim and any matter arising thereunder.

