

Fins – Warranty

Upon receipt of the product check for damage on the packaging caused during transportation. If damage is detected, open the package in the presence of the postal employee. In the event of damage to the product, the postal worker is obliged to draw up a statement and sign it. For more information regarding further action, immediately contact customer support by email: info@wetiz.eu

Warranty conditions

Wetiz® warrants that during the Warranty Period the Company will remedy defects in materials or workmanship free of charge in one of the following ways, at discretion of the Company: *Repairing, Replacing, Refunding, subject to the terms and conditions of this Limited Warranty.*

Warranty period:

1. The Limited Warranty Period starts at the date of original purchase.
2. The Warranty Period is 1 year.

This Limited Wetiz® Warranty does not cover:

1. Normal wear and tear such as scratches or abrasions
2. Defects caused by rough handling, improper care, negligence, dropping, hitting and crushing of the product.
3. Defects and damage resulting from use contrary to intended or recommended use of the product.
4. Excessive stretching of the rubber parts of the product.
5. Excessive bending of carbon fiber or fiberglass parts of the product.

This Limited Wetiz® Warranty ceases to be valid in the following cases:

1. Terms of use are violated
2. Self-repairs or modifications of the product.
3. The product has been exposed to chemicals
4. Heating above 50 degrees C, cooling below -5 degrees C or storing in direct sunlight.

Limitation of liability

The Company shall not be liable for any occasions occurring during the operation or related to the operation of the Wetiz® products.

Wetiz® company shall not be liable for the delay in rendering warranty service.

Access to Wetiz® warranty service.

To access Wetiz® warranty service you must provide proof of purchase and the warranty certificate. You receive your certificate with your fin delivery. *(Please do not throw away. Because without the certificate you lose your warranty rights.)*

1. Please send your warranty request by mail
 - We need pictures from the product
 - We need a picture of your warranty certificate
 - Please name the subject of your mail „Warranty“ + „Your Order Number“ and send your mail to info@wetiz.eu

2. After we received your e-mail you receive a claim number and we start the warranty process.
3. That's it. That's all and take care of your product.

Claims for exchange or refund are accepted within 2 weeks from the date of product receipt. Shipping cost is not compensated, i.e. in case of return only the price of the product is compensated. Claims are accepted on new products only – free of damage and scratches.

Wetiz® products are durable but not indestructible. Despite the fact that our high-tech materials are resistant to scratches, Wetiz® products should be handled with care. It is not recommended to drop them and expose to strong shocks. Strong impact can damage the material.

Additional info - info@wetiz.eu