



## GLOBAL WARRANTY INFORMATION

### CONCEPT2 OARS LIMITED TWO YEAR WARRANTY

1. Concept2 Inc. warrants that the goods described in this warranty are free from defects in workmanship and materials for a period of two (2) years from the date of purchase of your Concept2 Oars, subject to the terms set forth below.
2. **UNDER NO CIRCUMSTANCES SHALL CONCEPT2 INC. BE LIABLE TO THE PURCHASER OR ANY OTHER PERSON FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY OR OTHERWISE.**  
**NOTE: Some states/territories do not allow the exclusion or limitation of special, incidental or consequential damages, so the above limitation or exclusion may not apply to you.**
3. This warranty extends to the original purchaser of the product warranted hereunder, and to each transferee owner of the product during the term of the warranty.
4. The warranty covers Concept2 Oars (sweeps and sculls) and each of their component parts. The warranty does not cover normal product wear (wearing parts include, but are not limited to, grips, sleeves, and collars) and any product failure caused by off water damage, or any misuse or damage to the product while in the possession of the purchaser, including use that over-taxes the design limits of the oars, such as full power rowing with less than a full boat. The oars are designed to withstand the forces generated under normal racing shell use.
5. In the event of a defect covered by this warranty, Concept2 Inc. will remedy the failure or defect, without charge to the consumer, within 30 business days of its receipt of the oar or the part that is the subject of the warranty claim, together with the information described below. The remedy will consist of repair or replacement of the product, at Concept2 Inc.'s option.
6. **THE PROVISIONS OF THIS WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL.**

Altering Concept2 Oars voids our warranty.

### Warranty Processing

To obtain warranty services take the following steps:

- a. Write a description of the problem. Please include the following items:
  - i. Describe the flaw or damage.
  - ii. Describe the circumstance when the flaw became apparent.
  - iii. On what date did the flaw become apparent?
  - iv. What crew type uses the oar most frequently (e.g., men's heavyweight 8+)
  - v. Serial number of oar (found on shaft near handle) or send the oar itself
  - vi. Represent that no misuse occurred; such as a collision, prior collision, full power rowing with less than a full boat, or other instance of over-taxing the design limits of the oar.
- b. Send problem report and defective part to your local Concept2 representative. See next page.
- c. **NOTE: The consumer is responsible for all shipping costs. If you ship the oars freight collect, you will be billed for that amount. Concept2 Inc. will also bill you for the return freight. To obtain information on warranty performance, please call your representative. To obtain information on warranty performance, please call your representative.**

This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state/territory to territory.

#### CONCEPT2's TOLERANCE OF LENGTH AND PITCH

+2mm or -0mm with grips:	Overall length
+/- 1mm:	Sleeve placement and blade size
+/- 0.5 degrees:	Pitch

## Warranty Processing continued

### US and Canada

1. US / Canada – contact Concept2 by telephone (toll-free within the US and Canada 800.245.5676, fax 802.888.4791) or email [info@concept2.com](mailto:info@concept2.com) to inform us of the nature of the problem. Please make note of the serial number found on the shaft near the handle.
2. Ship the defective part to:  
Concept2 Inc.  
105 Industrial Park Drive  
Morrisville, VT USA  
05661-8532
3. Enclose your name, return shipping address, telephone number/email address and a brief description of how the problem occurred.

### Outside US and Canada

Contact the authorized dealer in your territory. Contact details can be found at [concept2.com/international](http://concept2.com/international).

If you purchased your product direct from Concept2 USA, please follow the instructions for warranty processing for USA and Canada.

For further questions, please email [info@concept2.com](mailto:info@concept2.com).