

OARS LIMITED WARRANTY

Our Contact Details

Concept2 Pty Ltd
Trading as Concept2 Australia
ABN: 45 634 541 834
Unit 2/5 Taree Street
BURLEIGH HEADS QLD 4220
Telephone number: **1800 324 872**
Email address: **info@concept2.com.au**

Warranty

1. Concept2 warrants that the goods described in this warranty are free from defects in workmanship and materials for a period of 2 years from the date of purchase, subject to the terms set forth below
2. Under no circumstances shall Concept2 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.
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 (sweep and scull) and each of their component parts. The warranty does not cover normal product wear (includes, but 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 will remedy the failure or defect, without charge to the consumer, within 30 business days of its receipt of the oar or 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'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 full 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 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 Concept2 Australia
- c) Note: The consumer is responsible for all shipping costs

CONCEPT2's TOLERANCE OF LENGTH AND PITCH

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