



At **Kracka Racing Surfcraft**, we are committed to providing our customers with high-quality products and providing you with a trouble free shopping experience. Please review our policy before making your purchase to understand your rights and our procedures in line with our warranty.

Returns Policy

- **Change of Mind:** We do not accept returns, refunds, exchanges, store credits for change-of-mind purchases or minor artwork inconsistencies. Please ensure you are certain about your purchase before proceeding, as we cannot accommodate returns for reasons such as deciding the product is no longer required, choosing an incorrect item or sizing, not checking artwork correctly before signing off, or minor artwork inconsistencies.

Warranty Information

Your Kracka **Paddleboard or Nipper board** is covered by a **manufacturer's warranty** that protects against defects in materials or workmanship for a period of 4 months.

Exclusions:

- Damage due to impact, misuse, abuse, neglect, heat, or rough conditions.
- Misuse or damage from extreme conditions (waves, rough use, etc.).
- Storage damage (e.g., tiedowns or hot sheds/cars with no air flow).
- Second-hand purchases.
- Damage caused by normal wear and tear including but not limited to pressure dings, damage due to excessive sun exposure and or improper handling
- A board that has had any unauthorized repairs, changes or modification to any part of the Surfcraft
- Boards used in teaching, rental operations, or Rescue patrols. (refer separate warranty for Rescue boards/Lifeguard boards)

Care of Your Craft

To ensure your Kracka Board lasts as long as possible and remains in good condition, proper care is essential. Follow these guidelines for optimal maintenance:

Board Care Tips

- **Storage:** Ensure you store your board away from heat and out of direct sunlight. Excessive heat may cause delamination to the fibreglass and knee pads. Turn your board over on long days on the beach, and ensure that it has air flow. Never leave them inside a car for any length of time.
Wet your board down , on long periods on the beach. Avoid all dark colours and cover any dark colours where possible on the beach, while maintaining air flow.
- **Covering:** Never store your board inside its cover in or out of the sun. Heat builds up inside the cover very easily. Your cover should be used for protection during transit.

- **Repairs:** If your board is damaged, ensure you have it repaired correctly before use. If water absorbs into the board, it is very hard to dry out.
- **Cleaning:** Wash your board with fresh water after use.
- **Air Valve:** All our board are fitted with an air breather valve. This assists in allowing the board to breath, however does not overcome all heat issues and should not be touched.

Damaged in Transit

In the unhappy event that a board is damaged in transit. Our friendly Kracka sales team will do whatever it takes to make it right for you. The very first thing you should do is contact us within 24 hours with some good photos. Any damage not reported within 24 hours of the board being received, may not be covered. Once you contact us we will discuss options for you which **may** include:-

- Keep and repair the board, and Kracka will look after the bill. This works well for minor repairs as you don't have to return the board to us. In this case you would take the board to a trusted local repairer and obtain a quote for the cost of the repairs. Once we accept the cost, the board can be repaired and a Tax Invoice from the repairer sent to Kracka to pay. Please remember this would only be for a minor repair
- For more serious damage, we would always ask for the board to be returned to us. We would discuss with you a full refund, a repair by Kracka that would bring the board up to brand new again, or a choice of a replacement board. (depending on the severity of the damage)

Important Disclaimers

- **Misuse & Rough Conditions: Kracka Surfcraft** is not responsible for products damaged due to misuse, rough conditions, or accidents. Kracka Surfcraft, like all surf equipment, is vulnerable to damage in harsh conditions.
- This is the only warranty we make to you, and is in lieu of all other warranties, express or implied. We expressly disclaim any and all liability for bodily injury or death and for incidental and consequential damages to the maximum extend permitted by law.
- This warranty extends only to the original purchaser of the product covered by the warranty. It does not extend to subsequent purchasers or third parties. The duration of any implied warranties are hereby limited to the 4 x months duration of our express warranty.

Warranty Claims Process

To make a warranty claim, please contact us at **enquiry@krackasurfcraft.com.au** with the following details:

- Your original invoice.
- Product details.
- Photos and a description of the issue.

Our team will assess your claim and inform you of the next steps. Any warranty claim will require a physical inspection of your board. The cost of returning the board to us for inspection will be born by the customer. Please do not return the product until you have received confirmation from our customer service team.

If a manufacturing fault is found under the terms of this warranty, the costs of the return will be refunded. If no manufacturing fault is found, Kracka will not cover any return costs.