



## **LIMITED LIFETIME WARRANTY PROGRAM**

### ***SNOWSHOES***

Louis Garneau Sports Inc., Louis Garneau USA, Inc., and Sugoi Global Inc. (hereinafter, collectively “we” or the “Garneau Group”) proudly design superior quality technical products. However, should you experience a quality problem (either manufacturing or material defect) with your Garneau snowshoes, said problem is susceptible to be guaranteed according to the terms, conditions and periods provisioned for in the present limited lifetime warranty.

#### **WHAT THIS LIMITED 5 YEARS WARRANTY COVERS**

If you are the initial buyer (i.e. the original owner) and use or products for the activities for which they are destined (for example, you use our snowshoes to walk on the snow and not as sled runners), and also care for them correctly, this warranty applies and covers manufacturing defects or material defect of components under normal utilization conditions on snow. At all times and under any circumstances, the application of the warranty is and remains applicable under the sole discretion of Garneau Group. A proof of purchase is mandatory for the warranty to be honored.

Please note that the snowshoes are covered by the warranty during the product’s lifetime and not during the lifetime of the person purchasing the snowshoes. The average life cycle of snowshoes can vary between 3 and 5 years, depending on utilization.

#### **WHAT THIS LIMITED 5 YEARS WARRANTY DOES NOT COVER**

All our products are manufactured according to superior standards. However, despite the meticulous care you give our products, they will eventually present signs of normal wear-and-tear. This warranty does not cover the normal wear-and-tear for your product. Current examples of normal wear-and-tear include: colors degrading, abrasion, scrapes, grazes, scratches, material degradation caused by exposition to UV rays or resulting from utilization, corrosion, etc. In addition, this warranty does not cover products which have been modified, altered, misused or not cared for adequately, have been submitted to abusive use, have been rented, used as demo products or for commercial utilization. At all times and under any circumstances, the application of the warranty remains at the sole discretion of Garneau Group.

#### **HOW GARNEAU GROUP WORKS**

If the warranty applies and the product is repairable, we will repair or replace any part of the product suffering from material or manufacturing defect at our expense. Should we determine that the product cannot be repaired, we will propose to you a credit note equal to the residual value of the product based on its purchasing price.

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<b>Residual value of normal wear-and-tear of a Garneau snowshoe</b>	
<i>Bought within</i>	<i>Value</i>
Previous 0-12 months	100%
Previous 12-24 months	90%
Previous 24-36 months	60%
Previous 36-48 months	40%
Previous 48-60 months	10%
Previous 60 months & over	0%

Should your snowshoes be damaged following an accident or if you are not covered by the present warranty anymore, Garneau Group offers to sell you the parts (subject to availability of said parts) to correct the problem. In the case the part cannot be easily changed, we can make the repair for a reasonable cost, still subject to parts availability.

## **WARRANTY CONDITIONS**

The present limited lifetime warranty applies solely to the original buyer of a product bought from an authorized Garneau Group dealer and can in no instance be transferred to a subsequent owner. The limited lifetime warranty is effective from the original date of purchase of the product.

For any warranty application, Garneau Group reserves the right, at its sole discretion, to repair or replace any part or component meeting the criteria of the present limited lifetime warranty by a new identical or comparable part but cannot guarantee the continued availability of certain types or colors of products or parts. Parts or components replaced or repaired according to the terms of the present limited lifetime warranty will be covered by said warranty for a period equal of the remaining portion of the initial limited lifetime warranty.

The original buyer is responsible for all maintenance or replacement of parts under warranty. Shipping charges to return parts to Garneau Group are at the original buyer's expense. Shipping charges to return the replacement parts to the dealer are at Garneau Group's expense.

The present warranty is the sole warranty applicable to Garneau Group's snowshoes. The present warranty replaces and excludes all other warranties. Any and all implicit warranties, including market value or adequation to particular utilization warranties are limited in their terms, conditions, scope and duration, according to the present warranty. The warranty described above cannot be extended, prolonged or otherwise modified by retailers, agents or employees of Garneau Group, or by any other third party, and Garneau Group, at no time and under no circumstances, assumes responsibility or warranty other than what is specifically provided for by the present limited lifetime warranty. No guarantee or modification to the present limited lifetime warranty by anyone other than Group Garneau can, at no time and under no circumstances, bind Garneau Group. In addition, at no time and under no circumstances Garneau Group can be held responsible for any direct, indirect, accidental, punitive or exemplary damage sustained by any party as a direct or indirect result of the utilization of its products and of the present limited lifetime warranty.

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Exception made of the limit where an applicable law forbids it, any other condition or warranty, express or tacit, subjected the law, established commercial usage or commerce usage, including, among others, any warranty of market value or of convenience for a particular end, Garneau Group will in no instance whatsoever be responsible for any amount exceeding the real purchase price of the snowshoes or of the damages, particular, accessory or consecutive occurring to said snowshoes.

The present limited lifetime warranty is governed by the laws of the state, province or country in which the product is purchased. However, with regards to exercising the rights ensuing from the present limited lifetime warranty, the product's original buyer agrees to elect residence in the judiciary district of Quebec, province of Quebec, Canada as the appropriate location for the audition of any claim or legal proceedings.

## **SPECIFIC LIMITED WARRANTY “Garneau Factory Outlet” AND “Garneau Private Sales”**

The Garneau Group Factory Outlet stores, as well as the Garneau Private Sales offer discontinued products or products with small imperfections at price significantly reduced. For these reasons, we guarantee, for the original buyer only, the products and components purchased at these retail locations for a period of one (1) year from the date of purchase, in conformity with the terms, conditions and precisions provided for in the present limited lifetime warranty. To request a product replacement or repair for a product purchased at these retail locations, contact Customer Service at the coordinates indicated at the end of the present document.

## **HOW TO PROCEED**

**You must contact our Customer Service to determine the problem and the most appropriate solution for you BEFORE sending us your snowshoe for repair or warranty replacement, OR contact your authorized Garneau Group dealer to submit a warranty request. The Dealer will then contact us for the repair.**

Here is the procedure to open a warranty replacement / repair request:

1. Contact us by email and explain the reason for your request to obtain a Return Authorization number (RA#).
2. Specify the snowshoe model and dimensions and include a picture of the complete product as well as a picture of the damage. We will then be able to give you information for the repair.
3. If you believe the damage is covered by the warranty, you must supply the proof of purchase for the product in order for Garneau to honor the warranty repair.
4. Send us the product securely packaged with the RA# (Return Authorization Number), your complete name, address, email address and/or phone number at this address:

For additional information, you can contact our Customer Service:

**CANADA:** 1-800-463-8356 | [services@louisgarneau.com](mailto:services@louisgarneau.com)

**USA:** 1-800-448-1984 | [customerserviceusa@louisgarneau.us](mailto:customerserviceusa@louisgarneau.us)