



Galloway International Ltd T/A Viking Kayaks NZ

36 Cryers Road, East Tamaki
Auckland 2013, New Zealand

www.vikingkayaks.co.nz

09 273 5666

6 YEAR PRODUCT WARRANTY

Congratulations on your new Viking Kayak purchase. We at Galloway International Ltd T/A Viking Kayaks NZ, hereinafter referred to as Viking Kayaks NZ, stand behind our product with a six (6) year warranty.

If there is a problem with your kayak, please contact Viking Kayaks NZ or an agent thereof before attempting any repairs as unauthorised repairs may void the warranty. Our goal is to solve the issue efficiently and effectively.

This warranty applies to all new Viking Kayak models purchased globally.

The detailed warranty and conditions are outlined below:

1. The six (6) year warranty is limited to the hull of the kayak only and repair or replacement will be solely at the discretion of Viking Kayaks NZ.
2. The warranty is applicable to the first original purchaser of the Viking Kayak; it is not transferable, nor does it cover commercial use such as pro-deals, rentals, and kayaks identified as demos and seconds. Kayak accessories, attachments, and kayak graphics fitted by Viking Kayaks NZ are covered for a one (1) year warranty.
3. The product **warranty does not cover** the following:
 - 3.1 accessories and attachments or installation work not carried out by Viking Kayaks NZ which includes but is not limited to kayaks which have been structurally altered or modified in any way (outfit components, drilling holes and modification); or any action subjecting the kayak to stress beyond the physical limit of the material;
 - 3.2 kayaks that have been damaged by negligence, intentional or accidental misuse/abuse, or product deterioration due to owner failure to provide reasonable care and maintenance;
 - 3.3 scratches, dents, abrasions and perforation due to hard surface contacts such as rocks, concrete and asphalt; warping (hull deformation) due to improper storage of the kayak (i.e. having tied the kayak too tightly or nesting); areas worn thin, or if the kayak has been used for a purpose it was not designed for; change in product appearance due to normal wear and tear or any other environmental conditions;
 - 3.4 damages caused by scupper hole trolleys;
 - 3.5 kayaks damaged during transit.
4. The warranty requires that Viking Kayaks NZ receives notification of the **Warranty Registration** within 30 days from the original date of purchase via the website Warranty Activation Form at www.vikingkayaks.co.nz
5. **For a claim to be processed it MUST** be accompanied by the original proof-of-purchase invoice including the kayak model, product serial number and photos of the relevant issue. All documentation is to be sent via email to admin@vikingkayaks.co.nz with a full description of the complaint or issue. Only upon receipt of all these requirements will processing of the warranty claim commence.
6. The warranty excludes all shipping costs related to any claim. Viking Kayaks NZ or any agent thereof shall not accept any product returned without an authorisation claim number.
7. Viking Kayaks NZ reserves the right to be the sole arbitrator in relation to all warranty claims.