



K2 PRODUCT WARRANTY

K2 Sports has been a leading manufacturer of on snow products for over 50 years. We have invested millions of dollars in R&D and developed lab tests to ensure that our products exceed all customer expectations. Our warehouse team will inspect and issue replacement product for any valid claims within 24 business hours of receiving the product, ensuring that you will be back on the hill as soon as possible.

We ask that you provide an honest explanation of your products failure so that we can continue to create the best snowboard products in the world.

WARRANTY POLICY

Thanks for your K2 Snowboarding purchase! K2 Snowboarding warranties are reserved for the original purchaser only. Make sure to keep a copy of your original purchase receipt or invoice in the unlikely event that you need warranty service. Note that if the Proof of Purchase cannot be provided on a warranty return, K2 will use the manufacturing date as the start of the warranty. Also, you must receive a Return Authorization number from K2 prior to the expiration of your product's warranty period.

Items will be repaired or replaced if, upon inspection at an authorized K2 Service Center and sent to and agreed upon by a K2 Warranty Service Technician, they are found to be defective in materials or workmanship.

In the event an exact product replacement (Model, size, and/or color) is no longer available, we will replace your product with one of comparable performance, size, and value. This applies to replacement boot and binding parts as well. We cannot guarantee any color matching for part requests.

K2 LIMITED WARRANTY FOR SNOWBOARDS

K2 warrants this product to be free from defects in materials and workmanship for three (3) years from the original date of purchase for all products produced from the 2017/2018 snow season on, all products produced prior to 2017 have a 1 year warranty. Any purchased not made from an authorized K2 dealer has no warranty. Damage from rocks, handrails or other obstacles will void your warranty. Damage from abuse or neglect will void your warranty.

Product replacements are under warranty for the remainder of the original warranty only. Your warranty does not cover any cosmetic damage caused by normal use.

What is Covered

- Structural cracks on the top sheet, base, core, edge, sidewall due to a manufacturing defect. Impact damage is not covered.
- Delaminating of top sheet, base, sidewall, edge, tip and tail protectors due to a manufacturing defect. Impact damage is not covered.
- Stripped, spinning, or misaligned inserts. *(Note: Inserts that are stripped due to improper mounting are not repairable, and are not considered a material flaw.)*

What is not Covered

- Any problem resulting from impact, misuse, abuse, or neglect. This includes but is not limited to rail and rock damage.
- Cosmetic issues including top sheet dents or chips, sun-faded graphics, and edge oxidation or rust.
- Board damage resulting from improper mounting of bindings, including the use of incorrect mounting hardware, the mounting of non-K2 bindings, or base dimples in the binding insert area resulting from improper mounting.
- Damage caused by any modifications made outside of the K2 facility.
- Damage caused by use of solvents, adhesives or LOC-TITE®.
- Products used in Rental or Lease programs

K2 LIMITED WARRANTY FOR BOOTS

K2 warrants this product to be free from defects in materials and workmanship for a period of (1) year from the original date of purchase at retail. Damage from abuse or neglect will void your warranty. Product replacements are under warranty for the remainder of the original warranty only. Your warranty does not cover any cosmetic damage caused by normal use.

What is Covered

- Damage to boot stitching, zippers, & Velcro tabs that are not the result of normal wear and tear.
- Delaminating of boot sole.

What is not Covered

- Boot damage from resting board steel edge on boot.
- Normal wear and tear, i.e. boot laces.
- Products used in Rental or Lease programs

K2 LIMITED WARRANTY FOR BINDINGS

K2 warrants this product to be free from defects in materials and workmanship for a period of (1) year from the original date of purchase at retail.

What is Covered

- Cracked plastic and metal binding parts that do not have any signs of impact damage
- Broken buckles

What is not Covered

- Binding hardware that is stripped or that has fallen off due to a lack of normal maintenance.
- Lost Straps, buckles, highbacks, and all other parts resulting from loose hardware. *Note: Tightening all binding hardware should be done every few times that you ride.*
- Products used in Rental or Lease programs

K2 Limited Warranty for Helmets

K2 warrants this product to be free from defects in materials and workmanship for a period of (1) year from the original date of purchase at retail.

K2 Limited Warranty for Clothing and Accessories

K2 warrants this product to be free from defects in materials and workmanship for a period of (180) days from the original date of purchase at retail.

WARRANTY PARTS REQUESTS FOR BINDINGS AND BOOTS

If you have a user serviceable product under warranty and need a replacement part, please see your local K2 Snowboarding retailer.

Some colors are only available in very limited supplies. In the event we do not have an exact replacement part, we will send a functional replacement in any available color.

**Please note: A digital photo of the product showing the defect and a digital photo of the original sales receipt will be required for verification of eligibility. If you do not have access to a digital camera, please see your authorized K2 dealer to complete your warranty part request.*

RETURNING PRODUCT FOR WARRANTY

WE ARE UNABLE TO PROCESS WARRANTY RETURNS WITHOUT A COPY OF THE ORIGINAL PROOF OF PURCHASE SHOWING THE PRODUCT IS WITHIN THE WARRANTY TIME-FRAME AND THAT YOU ARE THE ORIGINAL PURCHASER.

Product Purchased from a Retailer

Product purchased from a retailer must be returned to the point of purchase. The retailer will then process the warranty with K2 Snowboarding on your behalf.

Product Purchased from K2snowboarding.com

If your product was purchased directly from k2snowboarding.com, all warranty-related inquiries must be directed to your order fulfiller.

If your order was fulfilled directly from K2 Snowboarding, please contact K2 Snowboarding Customer Service. A K2 Service Rep will happily provide you with an RMA # for you to submit your product for warranty inspection. After receiving an RMA # from K2, ship all warranty returns to:

K2 Snowboarding
ATTN: Warranty
2021 South 208th St.
Suite E
Des Moines, WA 98198

If you send in your warranty return without contacting K2 Customer Service, we will be unable to process your warranty return request. Exact product replacement depends on inventory availability.

**Consumer is responsible for shipping charges to mail back warranty returns.*