



ZOOT SPORTS LIMITED LIFETIME WARRANTY

Zoot Sports warrants to the original purchaser that its product shall be free from defects in materials and workmanship for the practical lifetime of the product. Should a defect occur during that period, Zoot Sports will repair or replace the defective product or component part at its option, free of charge, and only for problems associated with normal use of these products. This warranty will not apply for normal wear and tear, if the product is altered, modified or tampered with in any way by anyone, is damaged by negligence, accident, unreasonable use or by other causes unrelated to defective materials or workmanship.

Limited Lifetime Warranty means that a Zoot product will be free of manufacturing defects for the practical life span of the product. Unfortunately, it does not mean the product will last your lifetime.

Zoot customers play hard! Lifetime of a product is determined by the type and amount of use and care provided for the product. All products eventually show wear and tear, which is not covered under Zoot's Limited Lifetime Warranty.

How long should my shoes last?

It is important not to use any running footwear for longer than their expected lifespan.

Zoot footwear should last between 300 and 500 miles. If you are a heavier runner (harder on your shoes), your shoes will last closer to 300 miles.

Racing shoes, like the Ultra Race and Ultra Speed will last a lesser amount of time. If used only for racing, these shoes should last an entire season. If used for both training and racing, their lifespan will be between 200 and 300 miles.

TERMS

Purchaser's Responsibilities:

(1) The Purchaser must retain a copy of the **original Proof of Purchase** from the Dealer.

(2) Damaged product must be cleaned before return.

(3) Damaged product submitted for warranty service must be taken, **along with Proof of Purchase**, to the Zoot Sports Dealer from whom you purchased the product. If purchased from Zoot directly online, contact Zoot Customer Service for assistance at 800-241-9327.

Zoot's Responsibilities:

(1) Products returned for warranty service shall be inspected by a Zoot Sports Warranty Service Technician.

(2) If the problem is judged by Zoot Sports to be due to a factory defect, we will repair, or replace the product at our election with an identical or reasonably equivalent product.

(3) Zoot Sports will return the repaired or replacement product at our expense, but if we determine that there is no defect or that the defect resulted from causes not within the scope of this warranty, storage and or return of the product will be at the customer's expense.

(4) The Zoot Sports Warranty Manager makes the final determination concerning defects in materials and workmanship.

Limitations

(1) This warranty shall not apply if the product shows:

A. Alteration, modification, or tampering with in any way by anyone.

B. Damage from negligence, accident, unreasonable use or by other causes unrelated to defective materials or workmanship.

C. The point of failure is a normal result of wear and tear.

(2) Zoot Sports limits all implied warranties (including, but not limited to fitness and merchantability) to the terms outlined in this document. This warranty extends only to the original retail purchaser, and is not transferable.

(4) Zoot Sports' sole liability from this warranty is limited to repair and replacement of defective product. **Under no circumstances shall Zoot Sports be held liable for death or injuries to persons, damage to property, or for incidental, contingent or consequential damages or expenses arising from the use of Zoot Sports products.**

Dealer's Responsibilities:

(1) **Request a copy of the original Proof of Purchase** and determine if the product is still under warranty.

(2) Inspect the product to try and make a determination of the defect.

(3) Contact Zoot Customer Service at 800-241-9327 and be prepared to give the following information.

(a) Account number

(f) Product model and size

(b) City

(g) Original purchase date

(c) New or used product

(i) Point of contact phone number

(d) Consumer's name (Last, First)

(j) Defect description

(e) Dealer reference number

(4) Send the product packaged securely with the following information:

(a) **RMA number** received from Customer Service Rep **written on outside of package.**

(b). **RMA number and Copy of Original Proof of Purchase must be included inside of package.** Please enclose in an envelope.

(c). Send package to:

Zoot Sports Warranty Service

4501 6th Ave South

Seattle, WA 98108