



## CUSTOMFITWADERS.COM

### 2 Year Warranty Procedure

**Thank you for purchasing a CustomFit product. Please follow the steps described here so that the manufacturer may serve you expeditiously.**

**NOTE: The customer is responsible for providing accurate sizing. CustomFitWaders.com or it's manufacturers will not replace or accept returns on product that has been mis-measured and or wrongly measured.**

**The warranty and service agreement below does not apply for wrongly measured product. To ensure correct measurements please download and use the sizing chart available prior to ordering your product. [Found Here](#)**

**Shipping: Standard shipping is free to you. There is no warranty or product replacement in any form for lost shipments or damaged product during shipping. Customfitwaders.com will provide a tracking number as proof of shipping, once the finished waders are shipped. We are not responsible for lost or damaged items in shipping and will do everything we can to help find the package if it does not arrive on time. Usually product is delayed once it reaches national Customs and is being processed. Once it is released from Customs, your package follows along with Postal shipping times. Normal shipping is 7 working days. Although on occasion, given backlogs at Customs, there have been delays of an additional 7-8 working days.**

**Delivery Dates: We can not guarantee a specific delivery date. Given the ebb and flow of production demands, international shipping times, weather conditions, and examination of products passing through national Customs facility's, it is not possible to accurately predict either production time, or delivery time to the customer. Usually we have noted that the entire process takes between 4 - 5 weeks. Although on occasion, given backlogs at Customs, there have been delays of an additional 7-8 working days.**

#### Summary of Aquaz USA Warranty Service Procedure

- **Protects the original user against defects in material and workmanship. - Warranty does not cover abused or misused products, or products used in commercial applications.**
- **Aquaz USA will repair or replace the product, or refund the purchase price in exchange for the product.**
- **In no event shall Aquaz USA be liable for any incidental or consequential damages arising from the sale or use of the product.**
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#### 3 Easy Steps for Obtaining Warranty Service:

1. **Step 1. Call Aquaz USA at 800-501-6602 or file a [Warranty Service Request Form](#) online to start a case.**
2. **Step 2. After an initial diagnosis over the phone, obtain a service case number.**
3. **Step 3. Send the product to Aquaz USA Service Center by prepaid shipping with the service case number, \$20 check for return freight and a copy of the receipt.**

**Your product will be returned to you repaired or replaced or you will be contacted for a refund.**

### **Aquaz USA Warranty**

**Aquaz USA stands behind the products we make and your satisfaction is important to us. We understand the importance of quality gear and you deserve products that perform. If you are not satisfied with any Aquaz product, you may return the product in accordance with Aquaz USA's warranty policy.**

**Our waders are covered by a two (2) year warranty against defects in material and workmanship resulting in leakage(1 year on Bogs boots & 1 year on cosmetic damages resulting from normal use). All other products other than waders are covered by a one year limited warranty against defects in material and workmanship. Any claim against this warranty must include a dated proof of purchase and it applies only to the original (first) owner. This warranty is limited to repair or replacement of the product only, and does not cover direct, indirect, consequential, incidental or any other type of damage resulting from the use of the product. This warranty does not cover misuse, neglect, normal wear, fire, theft, loss, or intentional damage. Aquaz USA reserves the right to determine whether to repair or replace any Aquaz Product covered by this warranty and the right to replace any discontinued models with the newer models when necessary. Colors may vary between original and replacement parts. In order to invoke this warranty, the original owner must send the entire Aquaz product, freight paid and insured to the Service Center address listed below. All waders must be washed and cleaned prior to sending the product back to Aquaz USA. To service your Aquaz product, you must fill out the Warranty Service Request Form.**

**Thank you!**

**customfitwaders.com**

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