



UK AND IRELAND WARRANTY INFORMATION

CONCEPT2 OARS LIMITED TWO YEAR WARRANTY

1. Concept2 Limited warrants that the goods described in this warranty are free from defects in workmanship and materials for a period of two (2) years from the date of purchase of your Concept2 Oars, subject to the terms set forth below.
2. This warranty extends to the original purchaser of the product warranted hereunder, and to each transferee owner of the product during the term of the warranty.
3. The warranty covers the Concept2 Oars (sweeps and sculls) and each of their component parts. The warranty does not cover normal product wear (wearing parts include, but are not limited to, grips, sleeves, and collars) and any product failure caused by off water damage, or any misuse or damage to the product while in the possession of the purchaser, including use that over-taxes the design limits of the oars, such as full power rowing with less than a full boat. The oars are designed to withstand the forces generated under normal racing shell use.
4. In the event of a defect covered by this warranty, Concept2 Limited will remedy the failure or defect, without charge to the purchaser, within 30 business days of its receipt of the oar or the part that is the subject of the warranty claim, together with the information described below. The remedy will consist of repair or replacement of the product, at Concept2 Limited's option.
5. WHERE THE PURCHASER IS A CONSUMER THE PROVISIONS OF THIS WARRANTY ARE IN ADDITION TO ANY STATUTORY RIGHTS WHICH APPLY TO CONSUMERS.
6. WHERE THE PURCHASER IS NOT A CONSUMER, TO THE MAXIMUM EXTENT PERMITTED BY ENGLISH LAW THE PROVISIONS OF THIS WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL EXCEPT THAT CONCEPT2 LIMITED DOES NOT LIMIT ITS LIABILITY FOR PERSONAL INJURY OR DEATH CAUSED BY ITS NEGLIGENCE.
7. EXCEPT AS AFORESAID UNDER NO CIRCUMSTANCES SHALL CONCEPT2 LIMITED BE LIABLE TO THE PURCHASER OR ANY OTHER PERSON WHO IS NOT A CONSUMER FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY OR OTHERWISE.
8. Altering Concept2 Oars voids our warranty.

Warranty Processing

To obtain warranty services take the following steps:

- a. Write a description of the problem. Please include the following items:
 - i. Describe the flaw or damage.
 - ii. Describe the circumstance when the flaw became apparent.
 - iii. On what date did the flaw become apparent?
 - iv. What crew type uses the oar most frequently (e.g., men's heavyweight 8+)
 - v. Serial number of oar (found on shaft near handle) or send the oar itself
 - vi. Represent that no misuse occurred; such as a collision, prior collision, full power rowing with less than a full boat, or other instance of over-taxing the design limits of the oar.
- b. Send problem report and defective part to Concept2 Limited. See next page.
- c. NOTE: The purchaser is responsible for all shipping costs. Concept2 Limited will also bill you for the return freight.

CONCEPT2's TOLERANCE OF LENGTH AND PITCH

+2mm or -0mm with grips:	Overall length
+/- 1mm:	Sleeve placement and blade size
+/- 0.5 degrees:	Pitch

Warranty Processing continued

1. Contact Concept2 Limited by telephone 0115 9340140 or email info@concept2.co.uk to inform us of the nature of the problem. Please make note of the serial number found on the shaft near the handle.
2. Ship the defective part to:
CONCEPT2 LIMITED
Unit C8, Crossgate Drive
Queens Drive Industrial Estate
Nottingham
NG2 1LW
3. Enclose your name, return shipping address, telephone number/email address and a brief description of how the problem occurred.

For further questions, please email info@concept2.co.uk.