

## **Returning Product for Warranty**

All warranty returns must include a copy of the original Proof of Purchase. 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.

### **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 RIDE Snowboards on your behalf.

### **Product Purchased at [ridesnowboards.com](https://ridesnowboards.com) and Shipped Directly from RIDE Snowboards**

If your online order was shipped directly from RIDE Snowboards, any warranty returns should be sent back to RIDE Snowboards directly.

**Please contact RIDE Customer Service before returning your product.**

Email: [Customer Service](#)

Phone: 800-985-3398

***If you send in your warranty return without contacting RIDE Customer Service, we will be unable to process your warranty return.***

Consumer is responsible for shipping charges to mail back warranty returns. Once you have received an RMA # (Return Authorization number) from RIDE, ship all returns to:

**ATTN: Warranty RMA#**

**2021 South 208th St.**

**Suite E**

**Des Moines, WA 98198**

\*Exact product replacement depends on inventory availability.

### **Product Purchased at [ridesnowboards.com](https://ridesnowboards.com) and Shipped from a RIDE Snowboards Fulfillment Partner**

If your online order was shipped from a RIDE retail fulfillment partner, all warranty-related inquiries will need to be directed to your order fulfiller. Our fulfillment partner will then process the warranty claim with us on your behalf.

Contact information for your order fulfiller can be found on your order packing slip.

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

## **Warranty Policy**

Thanks for your RIDE Purchase! RIDE warrants its gear to the original owner for the terms listed below. Make sure to keep a copy of your original purchase receipt or invoice (Proof of Purchase), in the unlikely event that you need warranty service.

### **RIDE Boards**

RIDE Snowboards provides a 3-year warranty\* for all boards produced for the 2017 catalog and newer. RIDE Snowboards provides a 1-year warranty for all boards produced for the 2016 catalog and before. All warranties are subject to inspection by RIDE snowboards prior to a replacement being issued. All warranties covered by a replacement are covered for the remainder of the original warranty.

*\*RIDE Snowboards produces product for promotions or other special circumstances. These products are not featured in our catalog and do not have warranty coverage.*

### **RIDE Bindings**

RIDE warrants the binding base plate and heel cup to be free from defects in materials and workmanship for the life of the binding. All other components will be warrantied for a period of (1) year from the original date of purchase at retail.

### **RIDE Conventional Boots**

RIDE 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.

### **Purchasing Replacement Parts**

If you are in the US and have a user serviceable product such as bindings and you would like to purchase a replacement part, please see your local RIDE dealer or fill out the [Parts Purchase Form](#).

***Please fill out every line of the form completely so that we can get back to you right away with pricing and availability.***

*\*Please note: Some colors are only available in very limited supplies and often sell out quickly. In the event we do not have an exact replacement part, we will send a functional replacement in any available color.*

## **What Is Covered**

- Structural cracks on the top sheet, base, core, edge, sidewall due to a manufacturing defect.
- Delaminating of top sheet, base, sidewall, edge, tip and tail protectors due to a manufacturing defect.
- Stripped, spinning or misaligned inserts. (Note: Inserts that are stripped due to improper mounting is not repairable, and are not considered a material flaw.)
- Stitching, zippers, & Velcro tabs that are not a result of normal wear and tear.
- Delaminating of boot sole due to a manufacturing defect.
- Bending or breakage of RIDE Binding baseplates and heelcups.

## **What is Not Covered**

- Any problem resulting from impact, misuse, abuse, or neglect. This includes but is not limited to rail and rock damage, cracked steel edges, etc.
- 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- RIDE bindings or base dimples in the binding insert area as a result of improper mounting.
- Damage caused by any modifications made outside of the RIDE facility.
- Boot damage from resting board steel edge on boot.
- Normal wear and tear, i.e. boot laces.

All warranty returns must include a copy of the original Proof of Purchase from a RIDE authorized dealer\*. 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.

*\* ebay and similar sites are not authorized Ride dealers and offer no warranty protection.*