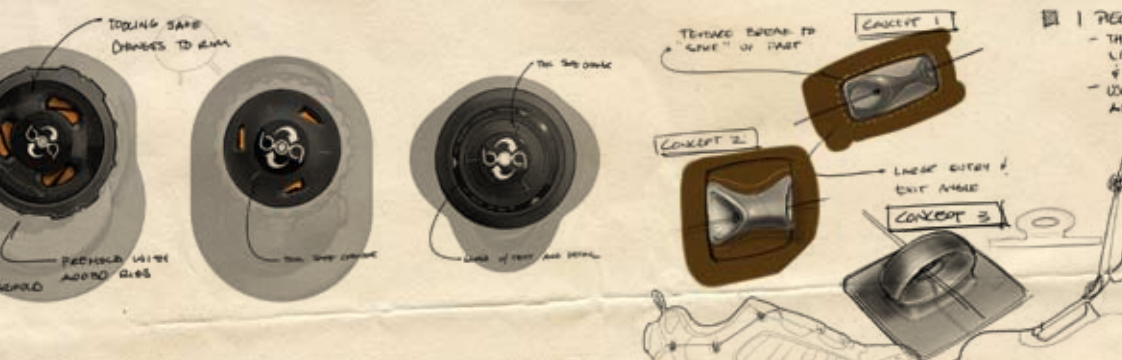




Boa Technology guarantees the Boa Lacing System reel and laces for the lifetime of the product.

Period.

Check out the back page for Redemption Options.



Redemption Options

Boa has made it easier than ever for your customers to take advantage of the Dialed In For Life™ Guarantee. There are three different options for dealing with warranty issues:

OPTION 1: Contact Boa Directly

CUSTOMERS SHOULD ORDER REPLACEMENT PARTS BY VISITING WWW.BOATECHNOLOGY.COM/GUARANTEE.

If additional support is needed, contact the Boa Guarantee Center at +1.303.455.5126 ext. 118 (*International customers, dial 011 first*).

OPTION 2: Contact the Manufacturer Directly

A CUSTOMER SERVICE REP SHOULD EITHER:

- A If parts are in inventory, arrange to send parts directly to the consumer for self-repair.
- OR
- B If parts are not in inventory, visit www.BoaTechnology.com/Guarantee and walk the consumer through the Warranty process, arranging for the parts to be shipped to them.

OPTION 3: Contact Retailer

IN SOME CASES, RETAILERS CARRY SPARE PARTS KITS IN THEIR STORES AND MAY ORDER AND STOCK REPLACEMENT PARTS FOR THEIR CUSTOMERS. IN THIS INSTANCE, YOU CAN EITHER:

- A Perform repairs for your customers.
- OR
- B Order parts on behalf of your customer or direct them to www.BoaTechnology.com/Guarantee for warranty information and replacement parts. Remind your customers that they can utilize the guarantee website on their own for future replacement orders.

Restrictions and Important Points

- Warranty covers only Boa reels and lace. Parts that are sewn into the product, including lace guides, are not covered by the Dialed In For Life™ Guarantee.
- The Guarantee relies on the end user's ability to follow simple parts repair instructions.
- Warranty parts kits include repair instructions and tool. Consumers may also reference removal and installation instructions and how-to videos on the Boa website.
- Replacement parts may differ slightly from those on the original product and are available in black only.
- Warranty parts are shipped first class at no charge.
- Shipping can be expedited for an additional cost.
- The Guarantee is intended for end-users only.

BOA GUARANTEE CENTER CONTACT INFO

WEB BoaTechnology.com EMAIL SpareParts@BoaTechnology.com

PHONE +1.303.455.5126 ext. 118 *International customers, dial 011 first*

