

# SERVICE FORM

Terms & Conditions.

## Risk:

Canoeing, kayaking and other watersports are high risk activities. Peak PS items do not guarantee rescue or survival. Users need the appropriate skill and training before heading out on the water.

## Warranty:

Under normal use, Peak PS products are guaranteed for one year from the date of original purchase against faults in manufacture and materials. Your receipt is your guarantee. Make sure you ask for a receipt at the point of sale and keep it safe.

Peak PS gear is designed and tested for performance canoeing and kayaking only. Peak PS One Piece Suits are not survival, rescue or submersion suits. They are high performance items of paddling apparel. Using it for other activities unless clearly stated is at your own risk and terminates the product's warranty and Peak UK's liability.

Although Peak PS garments are made from top quality materials, using the best construction techniques available, they are not covered against excessive wear and tear, misuse, and over use. As a guide, a paddler who uses the garment two to three hours per week and looks after it well will get at least a year good use out of it. A professional, using it day in day out, will need to replace the garment more often.

Due to the fragile nature of the materials used, breakage of zips latex and neoprene seals and X4 fabric socks are not covered by this warranty. They can be replaced for a small fee.

Peak PS garments will not keep users 100% dry. Some water may enter via the garment's seals, seams and openings. Condensation can build up inside, even though the garment is breathable. Fabric breathability will reduce condensation, not eliminate it, especially in damp and humid conditions. Do not modify your equipment. This will invalidate the garment's warranty.

## Dry Zips & Suits:

Lubricate your dry zip immediately after purchase. Visually inspect your suit and pant zips from time to time for any dirt or grit in the teeth as this will affect the seal. Clean the zip using a soft brush and fresh water, then re lube it before every use with YKK lube. Dry one piece suits both inside and out before storage. Store them with the zip fully open.

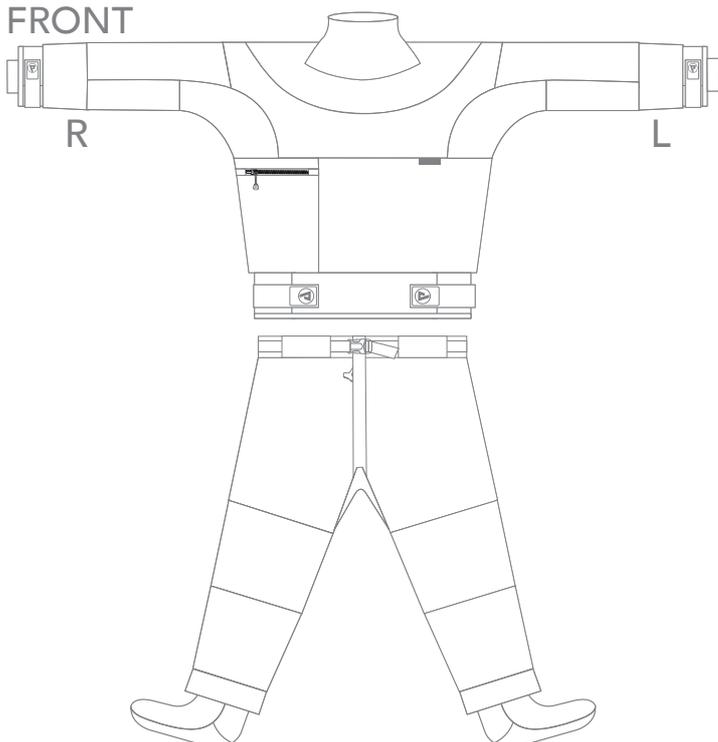
## Aftercare:

Store your equipment in a dry, dark, and cool place, away from any bright light, strong fumes, dampness or heat. An ideal storage temperature is 10-20 degrees C. Make sure your equipment is fully dried inside and out before storing away. If you leave any wet garments in your kit bag for a few days they will go mouldy and lose their performance. If your garment begins to stink, wash it with Grangers Performance Wash and hang to drip dry. High areas of wear and tear such as the arm pits or your boat carrying shoulder may need some running repairs. Treat such areas with Aquasure Seamgrip adhesive. From time to time reproof the garment's outer fabric with Grangers Performance Repel Plus. Seamgrip, zip lubricant and Grangers products are available from our online shop: [www.peakuk.com](http://www.peakuk.com)

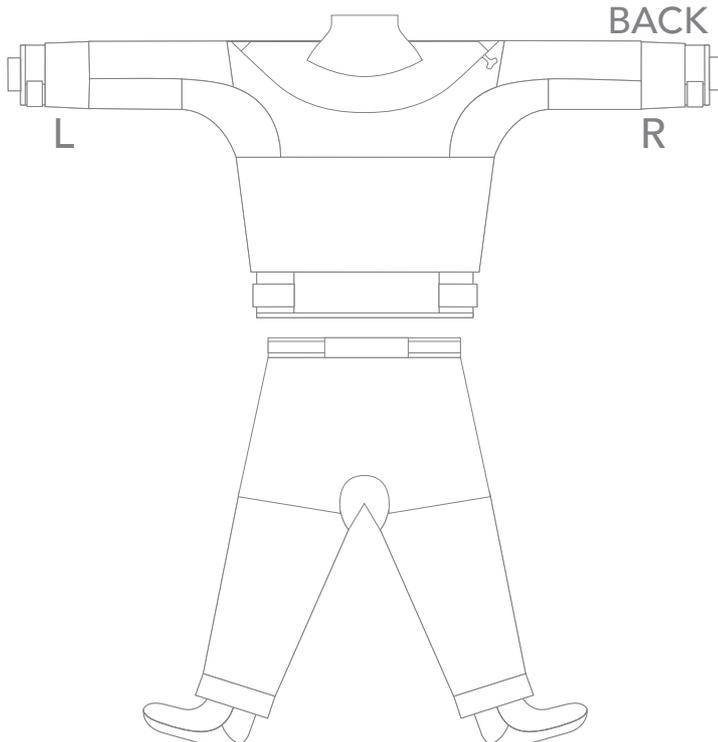
## Fitting:

Latex seals on jackets can be cut to fit. If they are too tight, cut them down carefully and evenly with small sharp scissors, taking care not to leave any nicks. Cut off a small amount at a time, remembering that the seals will stretch a little with use.

FRONT



BACK



Please mark location of fault / damage on sketch above

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Post Code: \_\_\_\_\_

Contact No: \_\_\_\_\_

Email: \_\_\_\_\_

Item: \_\_\_\_\_

Size: \_\_\_\_\_ Colour: \_\_\_\_\_

Reason for return:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Where was the item purchased?

Please attach proof of purchase.

\_\_\_\_\_

Date of purchase: \_\_\_\_\_

### Requested Action

	L	R	
Latex Wrist Seal	<input type="checkbox"/>	<input type="checkbox"/>	£25 each
Latex Bicep Seal	<input type="checkbox"/>	<input type="checkbox"/>	£30 each
Fabric Sock	<input type="checkbox"/>	<input type="checkbox"/>	£32 each
Latex Neck Seal		<input type="checkbox"/>	£45
Semi Neck Seal		<input type="checkbox"/>	£40
Fly Zip		<input type="checkbox"/>	£70
Back Entry Zip		<input type="checkbox"/>	£100
Leg Entry Zip		<input type="checkbox"/>	£130
Seat Zip <small>(Rapid Pants only)</small>		<input type="checkbox"/>	£150
Seat Entry Zip <small>(Rapid &amp; Tour Suit)</small>		<input type="checkbox"/>	£195
Jacket Retape <small>(4L only)</small>		<input type="checkbox"/>	£95
Pants Retape <small>(4L only)</small>		<input type="checkbox"/>	£80
Suit Retape		<input type="checkbox"/>	£190
Racer ST deck		<input type="checkbox"/>	£85
General repair per hour <small>e.g seams / restitching</small>	<input type="checkbox"/>		£25
Wash <small>( if item was sent back dirty )</small>	<input type="checkbox"/>		£12
UK Postage	<input type="checkbox"/>		£10

If its a genuine warranty we will cover the return carriage cost, if its a chargeable repair, carriage will be charged as stated above.

Returning the item back to the point of purchase is the sole responsibility of the customer. We suggest sending items via Royal Mail 'signed for' delivery service.

We will contact you for card / BACS payment upon receiving the returned garments.

#### Servicing Terms & Conditions:

Repairs are not guaranteed, as seam sealing old and dirty fabric is not 100% reliable. Finished repairs can differ in appearance to the garment's original look. Unfortunately, repaired garments will not perform like new.

For items over 1 year old, we recommend on going, at home, repairs for problems such as leaking seams and worn fabric using Aquasure adhesive (available at [www.peakuk.com](http://www.peakuk.com)) We endeavour to process and return all items within 60 working days, although please make allowances for busy periods. All returned items must be in a clean and dry condition.

Refunds are only available from your original place of purchase. If in our opinion the item is unrepairable or economically unviable we will contact you to discuss further options. Please note: we only undertake repairs on Peak UK / Peak PS garments.

Signature: \_\_\_\_\_

I have read and understood the terms & conditions:

#### Return Address:

Peak UK Kayaking Co Ltd.  
Old Road.  
Darley Dale.  
Derbyshire. DE4 2ER. UK.



E: [service@peakuk.com](mailto:service@peakuk.com) T: 01629 732611 W: [www.peakuk.com](http://www.peakuk.com)