

**Awake**

Frihammsgatan 62
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Sweden

awakeboards.com
info@awakeboards.com
+46 (0) 877 77 270

Commercial warranty & complaints

Awake assures the legitimacy of our products to be of high quality and destined for their recommended purpose with no problems with the manufacturing process or craftsmanship. In case of any issue with our product, kindly inform us through email before returning to cut off charges for posting the product(s). For product(s) bought through our website email us at sales@awakeboards. We will respond to your claim with a solution and return procedure when necessary. If you have any inquiries concerning our commercial warranty contact us at support@awakeboards.com.

Full commercial warranty Policy Awake's electric surfboards

Awake warrants that the electric surfboards sold by Awake are free of manufacturing defects in material and workmanship when delivered to the buyer. The commercial warranty on each component on the electric surfboard is limited to twelve (12) months from the date of delivery and is limited to the original buyer. For example: if a drive train part for some reason would malfunction, that whole part will be replaced. The commercial warranty does not cover damages caused by normal wear and tear. The commercial warranty does not apply in the event of abuse, neglect, carelessness, using the product in any way other than intended, replacement with any part or accessory other than original Awake parts and products, the attempt of reparation or modification unless expressly permitted in writing by Awake. Awake waives all responsibility for any third party for consequences that might result from the use or handling of any Awake product by any legal or natural person.

Full commercial warranty Policy Awake products, other than electric surfboards

Awake warrants that the products sold by Awake are free of manufacturing defects in material and workmanship when delivered to the buyer. The commercial warranty is limited to 12 months from the date of delivery and is limited to the original buyer. The commercial warranty does not cover damages caused by normal wear and tear. The commercial warranty does not apply in the event of abuse, neglect, carelessness, using the product in any way other than intended, replacement with any part or accessory other than original Awake parts and products, an attempt of reparation or modification unless expressly permitted in writing by Awake. Awake waives all responsibility for any third party for consequences that might result from the use or handling of any Awake product by any legal or natural person.

European twenty-four (24) month legal guarantee (applicable to purchases and deliveries within the EU)

All Awake's products are subject to the European twenty-four (24) month legal guarantee: [\[READ MORE\]](#)

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Complaints

A customer who has complaints about a product can do so within two (2) years after purchase. Awake urges a customer to make a complaint within one (1) month of delivery to repair or replace a faulty component, according to the customer's wishes. Complaints are administered via service@awakeboards.com.