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RYDERS EYEWEAR

Retailer Warranty

Dear Retailer,

We are introducing a new warranty policy in an effort to better serve your clientele and to increase your RYDERS product sales and service levels. We want to give you the opportunity to immediately satisfy your customers with any warranty claim that, on unfortunate and rare occasions, may occur with our products. This commitment to quality products and service will assist in elevating your customers' satisfaction and confidence.

Customers can be provided with a replacement pair of sunglasses free of charge for eligible warranty claims. If you are not currently carrying the product style the customer is returning, the product can be replaced with a style of equal or lesser value. If that option is not possible, if the claim is for a discontinued/unavailable style, or you feel the warranty claim is not eligible, please have the customer call us directly: [1.800.665.2903](tel:18006652903) or email us: warranty@ryderseyewear.com with a completed warranty claim form. The form can be found on our website:
http://www.ryderseyewear.com/wp-content/uploads/2016/02/RYDERS_warranty_form.pdf

We recommend a proof of purchase in order to proceed with the warranty replacement.

WHAT IS AN ELIGIBLE WARRANTY CLAIM?

- .. Our warranty covers only manufacturer's defects in materials or design.
- .. Our warranty does not cover damage caused by normal wear & tear, improper handling, or misuse (including bike crashes, dog chewing incidents, nuclear accidents, etc.).
- .. Our warranty does not cover scratched or broken lenses unless identified as a manufacturer's defect within 1 week of receiving your product.
- .. Our warranty is offered to the original eyewear purchaser only.
- .. A lifetime warranty is for the reasonable life of the product—not the life of the customer. Please note that all Photochromic lenses have a shorter life expectancy than our non-Photochromic lenses (generally between 2 to 3 years of regular use).

TO OBTAIN YOUR CREDIT FROM THE WARRANTY CLAIM:

Please send an email to warranty@ryderseyewear.com with photos of the warranty item as well as the name of the replacement style and SKU # that were given to the customer. Warranty claims assessed as eligible will be issued a credit based on the price paid for the replacement product taking all discounts and payment terms into consideration.

Additional inquiries can be directed to our head office at [1-800-665-2903](tel:18006652903) or by email at warranty@ryderseyewear.com.

Thank you,

RYDERS EYEWEAR