PolySail International

Limited Sail Warranty

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PolySail International believes in the durability of its PolySails and the integrity of its customers. Therefore, PolySail International is proud to offer a limited, pro-rated 3-year warranty for every finished or custom sail that we sell beginning March 7, 2014.

During this 36 month warranty period, if a customer’s PolySail shows signs of failure or visible excessive wear beyond normal for the material, the customer may return the sail for repair, a credit toward another sail, or refund pro-rated on the months remaining in the warranty period. (For example, if a $300 sail has been previously used for 24 of the 36 months in the warranty period, only the final 12 months or 1/3 of the warranty period for the original sail price would be available for a credit or refund, i.e., $100). We will always strive to satisfy the customer if a warranty issue should arise, but we reserve the right to make the final decision on technical matters. PolySail International also reserves the right to reject a warranty claim if a sail shows obvious signs of customer-caused abuse, neglect, or damage.

Repair and warranty service is available directly from our facility in Port Saint Lucie, Florida. If you have a warranty claim, please return the sail along with a description of the failure or the evidence of excessive wear in the material. Marking the sail with an erasable marker in problem areas can help us assess your claim more quickly. Shipping costs are the responsibility of the sail owner.

Thank you for choosing PolySail International as your sail provider. Please take a moment to review the sail care and maintenance tips included with your new sail. Following these simple care procedures will help to ensure that your new sail will provide you with dependable performance and a life span well beyond this warranty period.

David Gray, President

PolySail International