

At RIDGEGEAR, we are so confident in the quality of our manufacture that we offer a three-year guarantee from the date of purchase, on any of our product that show any defects due to faulty materials or manufacture.

On the rare occasion that you notice a defect in any of RIDGEGEAR products, please contact our Sales Administration team to discuss the next stages of dealing with your potential return and replacement. You will be required to provide proof of purchase.

If your product is returned to us and assessed to be repairable, it will be repaired and returned promptly. If it is unfit for repair, we will offer a free replacement.

Exclusions from this policy include;

- Everyday wear and tear
- Poor storage and maintenance
- Chemical contamination
- Oxidation on hardware
- Use in harsh environments
- Damage from user negligence
- Label wear or removal
- Damage due to mis-use and/or using the product for which it isn't designed
- If the product has been involved in a fall
- If the product has been modified or altered by anyone other than RIDGEGEAR

For further information contact our Sales Administration team on

01538 384108

sales@ridgegear.co.uk