



# information to the complaint process

Dear Customer,

we regret that you had an unfortunate experience with your order. Thank you for taking the time to point out the deficiencies to us, so we have the opportunity to react to grievances and, if necessary, to derive new measures from them.

Please understand that defective goods must always be complained about in writing (by email).

However, in order to be able to understand and correct the specific error, we need your help and some information.

## YOUR DATA

Customer number (if known) \_\_\_\_\_ to ticket no: \_\_\_\_\_

First name: \_\_\_\_\_

City/code: \_\_\_\_\_

Last name: \_\_\_\_\_

Phone number: \_\_\_\_\_  
for eventual queries

Adresse: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**CLAIM to invoice number:** \_\_\_\_\_

Reason for complaint (keyword): \_\_\_\_\_

Purchase date: \_\_.\_\_.\_\_\_\_ Bought at: \_\_\_\_\_

Product name: \_\_\_\_\_

Serial / article number: \_\_\_\_\_

Detailed description of the damage / fault: \_\_\_\_\_

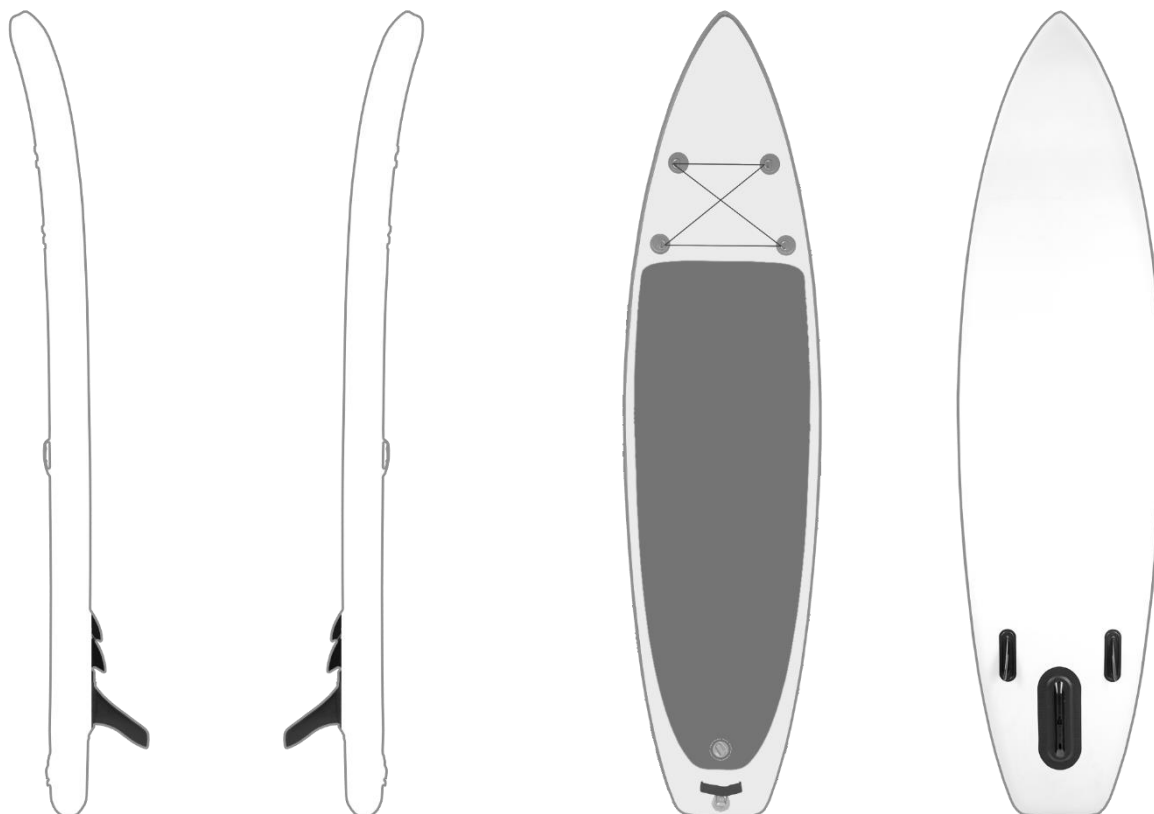
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If possible, please mark the damaged area on the product.

Please understand that we can only process complaints with meaningful pictures, so we need detailed photographs of the damage and, please, a complete photograph of the product. We also need the invoice as a file attachment.

### ON THE POINT:

- Please fill out this form and send it by email or with the article.
- Please only use the email address **rekla@f2boards.com**!
- Email cannot be larger than 20MB
- All information must be filled!

Thank you very much!

As soon as we have received and checked all the required information from you via email as a PDF, we will automatically send you a transaction number by email. You can then give us this information if you have any questions about the process.

### IM FALLE EINER RETOURE

If it is necessary to send us the product, we will inform you of this; then if possible in the **original packaging**. Or, if it can no longer be found, secure it in another **well-protected packaging suitable for transport** and dispatch so that no transport damage can occur.



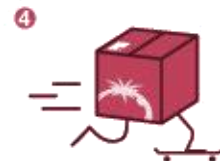
Enclose correspondence



pack up



tracking number



GO!

- Please make a note of the number (tracking number) given on the return label under the barcode. You can use this number to follow the route of your return online and thus also check whether it has arrived with us..
- Keep the receipt that you received when you posted the parcel. If your package is lost, we need it for tracking
- We only take responsibility once the package has reached our warehouse

In the event of an unfounded complaint, we reserve the right to charge processing fees.

Please look after us for this unfortunately necessary effort and continue to place your trust in us and our products.



## NOT COVERED BY THE WARRANTY:

- SUPs purchased from an unauthorized F2 dealer.
- SUPs that were bought in a used condition or that were bought by the Customer modified.
- Damage or defects caused by external violence (rocks, piers, other SUPs, etc.).
- Damage or defects caused by improper use Usage
- Damage or defects caused by normal wear and tear.
- Damage or defects caused by transport, loading, falls or manual exposure in the water and scratches caused by being too tight Conveyor belts were caused.
- Damage or defects caused by improper storage at temperatures above 32 ° C and below 0 ° C.
- Damage or de-lamination caused by direct overheating Exposure to sunlight during storage.
- Damage or defects caused by waves and / or an impact with the sea bed / bottom of a lake.
- Damage or defects caused by storing the board in dry and damp conditions (e.g. in a damp bag).
- Damage to the fin or fin box caused by an impact Were caused.

## TROUBLESHOOTING

- 1) My pump is not working
  - Check if the hose is blocked or damaged.
  - Replace a damaged hose or investigate the cause of the blocked hose.
- 2) The connection between hose / air pump / air valve is not correct
  - Pause the inflation process to check that they are all Connections are correct and repeat the whole procedure if necessary.

- 3) The pressure gauge does not work
  - The air pressure value is usually only displayed from a value of 7 PSI.

If the problem persists, please contact us.

- 4) The SUP is losing air
  - With the SUP inflated, apply a little washing-up liquid with a cloth to the deck and sides of the SUP. If air bubbles can be seen, the punctures can be mended with the included repair kit.
  - If the problem persists, please contact us.

- 5) D-rings have come loose
  - Check whether the D-ring can simply be glued back on or whether a new one is needed.
    - a) Use strong glue to reattach the D-ring.
    - b) Obtain a new D-ring from an authorized dealer or contact us for a replacement ring.

- 6) There is a bump on the underside of the SUP
  - It is due to a gap in the drop stitch that provides space for the valve and does not affect the performance or quality of your SUP in any way. This bump is visible on some models, but not on others.

- 7) The SUP no longer fits in the backpack
  - Make sure that all air has been deflated from the SUP.
  - Roll up the SUP in 30 cm increments and try again. With some models it can be helpful if the sides are folded inwards first.

- 8) The fin does not fit in the fin box
  - Warm up the plastic of the fin box with a hair dryer and cool the fin in the freezer for about 15 minutes. For better gliding you can spray a little silicone spray into the fin guide. if the fin can be reinserted into the box, leave it there for a few hours so that it regains its correct shape.
  - If the problem persists, please contact us.

- 9) I keep losing my fin
  - Check the fin box for damage or run the Repeat the fastening process for the respective fin system.

- 10) Water / moisture got inside my SUP
  - Completely remove the valve from the SUP. Pour the water out of the SUP.
  - Pump air inside through the hole for 20 minutes.
  - Let the open SUP dry for 3-4 days in a heated room.

If the problem persists, please contact us.

## CONTACT

*By contacting you, you agree that we may save and use your contact details for the duration of the complaint processing in order to be able to contact you if you have any questions. To ensure quality, we will contact you again for a voluntary satisfaction survey after the complaint has been processed. Your data will be completely deleted after 6 months.*

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