

# Wader Warranty Plan



**Return Authorization //** \*Each Repair will be assessed and processed on a case-by-case basis.

If you identify a defect or have an issue with your wader:

1. You will need a Return Authorization Number (RA).
  - a. Call our in-house customer service team at 877-748-5247.  
or
  - b. Go online at any time to [www.sitkagear.com/returns](http://www.sitkagear.com/returns).  
or
  - c. Use the Returns link in the footer of our website.
2. SITKA covers warranty shipping.
  - a. For warranty returns, we cover shipping both ways.
  - b. *If not covered by warranty, we will charge return freight.*
  - c. FedEx will e-mail you a pre-paid label.
3. We will e-mail you once we receive the item(s).
4. We will review returns within 48 hours of receipt and determine if your item can be repaired or if it should be repaired or replaced under warranty.
5. If we can repair it, we will have it finished and on its way back to you within 10 to 14 days.
6. A replacement is typically processed within 48 hours of review but often on the same day.

**NOTE: All maintenance and service for SITKA Waders is handled directly through SITKA Gear.** If waders were purchased from a retail store, customers will still need to follow these instructions for returns.

## What the Warranty Covers //

We stand behind every product we make. If you are unhappy with any of our products at the time you receive them, feel free to send them back. Damage due to wear and tear will be repaired at a reasonable cost.

## Manufacturer's Defects Covered by Warranty //

- Seam Failure
- Leaking Seam
- Separating Zipper
- Boot Separation
- Seam Tape Issue
- Any Stitching issues.
- Delamination Issues.

# Wader Service & Maintenance Plan



**Return Authorization //** \*Each Repair will be assessed and processed on a case-by-case basis.

If you break it, we can fix it.

1. You will need a Return Authorization Number (RA).
  - a. Call our in-house customer service team at 877-748-5247.  
or
  - b. Go online at any time to [www.sitkagear.com/returns](http://www.sitkagear.com/returns).  
or
  - c. Use the Returns link in the footer of our website.
2. SITKA covers maintenance return shipping to repair facility.
  - a. FedEx will e-mail you a pre-paid label for return shipping.
  - b. Once repaired, we charge normal shipping rates back to you.
3. We will e-mail you once we receive the item(s).
4. We will review returns within 48 hours of receipt and notify you of any areas of concern.
5. We will communicate maintenance needs and cost within 72 hours of receipt.
6. Maintenance/Service will be completed within 14 days of approval.

**What is Serviceable //**

- Everything is serviceable.
  - i. Boots are replaceable.
  - ii. All material is workable for patches or tape.
  - iii. Suspenders can be lengthened or replaced.
  - iv. All seams can be repaired and re-taped.
  - v. Pockets can be re-stitched if torn out.

**Service/Non-Warranty Options //** \*Prices are estimates and subject to change.

- Tears/Patches/Pinholes: [\$30 – \$70]
  - i. Depending on severity.
- Boot Replacement due to wear: [\$200]
- Suspender Replacement due to wear: [\$40]
- End of Season Service: [\$125]
  - i. Complete inspection.
  - ii. Pressure Test
    - Pinhole leak identification.
    - Boot leak identification.
    - Seam Failures, etc.
  - iii. Includes up to 4 pinhole patches.
  - iv. \*If a warrantable item is discovered, there will be no charge for Service. Defect repair will be covered under warranty.

**What You Can Fix in the Field //**

- Pinhole Leaks
- Tears & Cuts