

Return to Vendor Policy

PETZL

Basic Policy Information

Petzl products are guaranteed for three years against any defects in materials or manufacture. You may RTV things with true defects or manufacturer issues. Please read the exceptions thoroughly below, as they have plenty of reasons where they will not accept a RTV.

Exceptions

Exclusions from the guarantee:

- normal wear
- oxidation
- leaking batteries in headlamps
- modifications or alterations
- poor storage
- poor maintenance
- damage due to accident or negligence
- damage due to use of product for which it is not designed

The Petzl guarantee also does not apply if:

- the serial number is no longer legible
- any label has been removed from a harness
- a helmet has been written on with a marker or covered by stickers
- the product has been modified or repaired by a third person

If the product is covered by the guarantee, and is repairable, it will be repaired immediately and quickly returned to you. Irreparable products will be replaced.

If the product is not under guarantee, but is repairable, a repair quote will be proposed before repair. You will not be billed without your consent.

After analysis, Petzl will decide to repair, replace or return the product as is to the address you have provided. For a headlamp, please remove the batteries before sending it.

RTV VENDOR INFORMATION



Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information