

Repair or Discounted Replacement Guarantee

If you manage to damage your REV'IT! Gear within five years of purchase from an authorized dealer, REV'IT! will cover one functional repair. Contact us, send in your damaged item, and we'll perform a functional repair for free. If that's not practical, we'll provide you with a 50% discount coupon code, redeemable on revitsport.com, for a replacement item.

1. Eligibility Criteria

- Proof of purchase from an authorized dealer is required.
- Crash damage is defined as damage that compromises the protective or functional aspects of the gear.
- The guarantee is valid for five years from the purchase date.
 - Exclusions include:
 - Cosmetic scratches, discoloration, or normal wear and tear.
 - Custom suits, casuals are not covered.
- Price thresholds for eligibility:
 - \$300 for jackets and pants
 - \$200 for jeans
 - \$100 for gloves

2. Discount Policy

- If the repair is impractical, customers will receive a unique, one-time-use 50% discount coupon code. Replacement items will not be directly provided.
- The coupon code will be tied to the customer's email and redeemable on revitsport.com.
 - The coupon code is valid for 30 days from issuance.
 - The code must be used for the same or equivalent product category.

3. Claim Process

1. Initial Contact:

- Customers initiate the claim by contacting customer service or an authorized REV'IT! dealer.
 - A link to the online claim form is provided.

2. Claim Form Submission:

- Customers complete the form with the following details:
 - Proof of purchase (receipt or invoice)
 - Photos of the damaged item showing damage
 - Contact information, including the email for the coupon code.

3. Claim Review

- Claims are reviewed within 7 business days.
- Eligibility is assessed based on the program guidelines and price thresholds.

4. Approval Notification

- Approved customers receive instructions to send in the damaged item.
 - Customers have 30 calendar days to ship the item to REV'IT!

5. Shipping the Damaged Item:

- Customers are responsible for shipping costs to send in the item.

- Items must be clean and dry, soiled items will be returned to the customer.
- Upon receiving the item, a final assessment is conducted to determine repair or replacement eligibility.
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6. Resolution:

- Repair Eligible:
 - The item is repaired at no cost and returned to the customer.

- Replacement Eligible:
 - A unique, one-time-use 50% discount coupon code is emailed to the customer.
 - The damaged item is retained by REV'IT!

7. Terms and Conditions:

- The program is limited to one claim per item
- Normal wear and tear and cosmetic damage are excluded.
- Custom suits,, casuals, base/mid layers are not covered.

4. Operational Notes

- Claims will be processed manually initially.
- Standardized email templates have been created for claim approvals, shipping instructions, and coupon code issuance.