

BOTE WARRANTY

BOTE® makes every effort to produce boards to the highest quality and standards in the industry. We do quality checks in our factories and in our warehouses in an effort to guarantee each board's quality before shipping to Authorized BOTE Dealers or direct to customer. Because of the nature of paddle boarding we cannot warranty the performance of any board or shape for individual riders and varying levels of skills and abilities. Furthermore, we cannot guarantee against damage or breakage and cannot protect or warranty against circumstances outside of our control.

WARRANTY REGISTRATION REQUIRED

The warranty registration form should be completed online within 30 days of original purchase to be activated. You should keep your sales receipt should it be required in the future for proof of purchase. The online Warranty Registration Form can be found [here](#).

2 YEAR LIMITED WARRANTY

Applies to BOTE products with Aero Technology

Beginning on January 1, 2020, for the original retail purchaser ("Consumer"), BOTE® provides a limited 2 year warranty from date of purchase against material or manufacturing defects in the hull and deck for a registered product.

1 YEAR LIMITED WARRANTY

Applies to BOTE products with Gatorshell Technology

For the original retail purchaser ("Consumer"), BOTE® provides a limited 1 year warranty from date of purchase against material or manufacturing defects in the hull and deck for a registered product.

90 DAY LIMITED WARRANTY

Applies to BOTE handcrafted Epoxy Boards

For the original retail purchaser ("Consumer"), BOTE provides a limited 90-day warranty from date of purchase against material or manufacturing defects in the hull and deck for a registered product.

30 DAY LIMITED WARRANTY

Applies to Hidea HDF6HS 6HP, Hidea HDF9.9HS 9.9HP and Hidea HDF9.9HES Electric Start 9.9HP 4 Stroke Outboard Motors

For the original retail purchaser (“Consumer”), BOTE provides a limited 30-day warranty from date of purchase against material or manufacturing defects for a registered product. The warranty does not apply to damage caused by:

- Use of the product in a manner inconsistent with the recommended operation procedures
- Use of accessories and parts not purchased from BOTE
- Use of fuel, oil or lubricants other than those recommended in the Owner’s Manual
- Modification or removal of parts
- Routine maintenance needs or normal wear and tear (including cosmetic damages such as scratches or dents)
- Accidents, collisions or contact with foreign materials

Please note that Hidea no longer offers service in the US. BOTE is not the manufacturer of Hidea motors and does not offer service or repair aside from the 30 day limited warranty above.

2 YEAR LIMITED WARRANTY

Applies to KULA Softy soft-side coolers

For the original retail purchaser (“Consumer”), BOTE® provides a limited 2 year warranty from date of purchase against material or manufacturing defects in cooler workmanship and welding. This warranty is void if the cooler is used commercially, structurally altered, damaged as a result of abnormal use or subjected to stress beyond the physical limits of the materials used in body or components. Normal wear and tear is not warranted, nor are small parts such as the buckles. This warranty does not include any manufacturer responsibility for any incidental or consequential damages resulting from the use of the cooler.

If the warranty applies, BOTE® will repair or replace, at its discretion, the cooler or any part or component that is deemed defective. BOTE® reserves the right to change products and designs without incurring any obligations to incorporate such changes into already completed products, or those in the hands of dealers or consumers. Coolers repaired or replaced under this warranty may or may not incorporate these changes.

2 YEAR LIMITED WARRANTY

Applies to BOTE Highwater Packs

For the original retail purchaser (“Consumer”), BOTE® provides a limited 2 year warranty from date of purchase against material or manufacturing defects in pack workmanship and welding. This warranty is void if the pack is used commercially, structurally altered, damaged as a result of abnormal use or subjected to stress beyond the physical limits of the materials used in body or components. Normal wear and tear is not warrantied, nor are small parts such as the buckles. This warranty does not include any manufacturer responsibility for any incidental or consequential damages resulting from the use of the pack.

If the warranty applies, BOTE® will repair or replace, at its discretion, the pack or any part or component that is deemed defective. BOTE® reserves the right to change products and designs without incurring any obligations to incorporate such changes into already completed products, or those in the hands of dealers or consumers. Packs repaired or replaced under this warranty may or may not incorporate these changes.

5 YEAR LIMITED WARRANTY

Applies to KULA hardshell coolers

For the original retail purchaser (“Consumer”), BOTE® provides a limited 5 year warranty from date of purchase against material or manufacturing defects in cooler workmanship and welding. This warranty is void if the cooler is used commercially, structurally altered, damaged as a result of abnormal use or subjected to stress beyond the physical limits of the materials used in body or components. Normal wear and tear is not warrantied, nor are small parts such as the buckles. Warranty does not cover the Lid Trax™ lid pad or the Tote™ Handle. This warranty does not include any manufacturer responsibility for any incidental or consequential damages resulting from the use of the cooler.

If the warranty applies, BOTE® will repair or replace, at its discretion, the cooler or any part or component that is deemed defective. BOTE® reserves the right to change products and designs without incurring any obligations to incorporate such changes into already completed products, or those in the hands of dealers or consumers. Coolers repaired or replaced under this warranty may or may not incorporate these changes.

PARTS, ACCESSORIES, OUTFITTING

For the original retail purchaser (“Consumer”), BOTE® provides a limited 90-day warranty from the date of purchase against material or manufacturing defects of parts, accessories, and outfitting.

OBTAINING WARRANTY SERVICE

If you have a problem with your BOTE or AeroBOTE and you suspect that it may be due to defective materials or workmanship, contact the dealer you purchased your BOTE from and arrange to have the problem inspected. Consumer is responsible for delivery to, and pickup from, the closest authorized dealer.

If you purchased the product directly from BOTE®, complete the [Online Warranty Claim Form](#) and await further instruction.

If the Authorized BOTE® Dealer's inspection indicates a defect that is attributable to materials or workmanship, BOTE® will repair or replace your BOTE or AeroBOTE free of charge at the company's option. Proof of purchase such as a sales receipt may be required. If repairs or evaluation are required, BOTE® will, at its option work with dealer to facilitate repairs.

If service is required in a country that is not the country of purchase, Consumer will comply with all applicable export laws and regulations and be responsible for all customs duties, value add tax (VAT), and other associated taxes and charges. For international service, the BOTE® Distributor may repair or exchange defective products and parts with comparable products and parts that comply with local standards.

BOTE® retains the right to satisfy warranty via repair or replacement of products or of components deemed defective. In addition, BOTE® reserves the right to replace original BOTE, AeroBOTE or equipment with comparable current products.

LIMITATIONS AND EXCLUSIONS

This limited warranty does not apply to:

- Normal wear and tear and aging of product.
- BOTE or AeroBOTE damaged by extreme weather or environmental conditions.
- BOTE or AeroBOTE damaged while in possession of a freight carrier, a dealer, Consumer, or any party other than BOTE®.
- BOTE or AeroBOTE damaged by accident, neglect, improper use or handling.
- BOTE or AeroBOTE that have been towed by power or sail boats.
- BOTE or AeroBOTE designated as Prototypes.
- BOTE or AeroBOTE sold as “demos” or in “as is” condition.
- BOTE or AeroBOTE determined to have been used for any activity other than an activity which is customary for the product.

- BOTE or AeroBOTE that have been structurally or dimensionally altered or modified.
- BOTE or AeroBOTE used for commercial or rental purposes.
- Cosmetic flaws or colors may vary from those shown. Cosmetic flaws or variations in color are not covered by warranty.
- Use in excess of the manufacturers recommended maximum load capacity.
- Failure to comply with pressure recommendations, assembly / disassembly and handling procedures.
- Does not cover any puncture, cut or abrasion sustained in normal use or damage from unreasonable uses or improper storage.

This limited warranty excludes all other warranties, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose, with regard to BOTE® paddle boards. Some state, country, or provincial laws do not allow the exclusion of certain implied warranties, so the above exclusion may not apply to you.

This limited warranty excludes any incidental or consequential damages or expenses resulting from any defects. BOTE®'s aggregate liability shall be limited to an amount equal to Consumer's original purchase price paid for the defective product. Some state, country, or provincial laws do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

To the extent any limitation or exclusion contained herein is contrary to any country, state, or provincial law, such limitation or exclusion shall be severable and all other terms herein shall remain in full force and effect and are valid and enforceable. This warranty gives you specific legal rights and you may also have other rights. For Consumers who are covered by state, country or provincial consumer protection laws or regulations, the benefits from this warranty are in addition to all rights conveyed by such consumer protection laws.

Have questions or need advice? If so, please call us at [888-855-4450](tel:888-855-4450), Monday - Friday 9:00 a.m. to 5:00 p.m. CST.