

WARRANTY

Hiko take great pride in their craftsmanship of their products. Mistakes happen from time to time although rare, however. If we messed up, let us know and we will do our best fix it.

There is 2 year warranty on all Hiko products from the date of purchase. Treat the product nicely and it will look after you and last you longer. The warranty does not apply to a product that shows signs of being mistreated.

PLEASE, DO NOT:

- + use it as cushion for sitting, laying, anything...
- + leave in a car during a hot day (membranes will delaminate)
- + put in a washing machine, dryer, or a dishwasher (that is not the way to clean it)
- + use detergents and other chemicals
- + use as a toy for your pet

PLEASE, DO:

- + dry in a shade and store dry
- + hang dry suits and PFD freely, without folding
- + wash all Dry Gear and Wet Gear with fresh water. Use mild soap and brush if necessary, fully rinse after and dry
- + check all straps and buckles on your PFD before every use
- + make sure the zipper on your dry suit is fully closed - have a friend check it
- + paddle with no ego! Our products are safe but does not make you immortal

We will review each claim separately. Valid claims qualify for an exchange. Send your claim in the first instance to info@flowkayaks.co.uk

Please be sure to include:

- + copy of your receipt
- + photo of the defect

Postage to us is at your cost, in the case of a valid claim we will send you a replacement at no cost. We will not return invalid claim items.

Thank you for being Hiko and Flow Kayaks customer! info@flowkayaks.co.uk

