

Service regulations

1. Every customer is obligated to include the warranty card accompanying the item shipped to service.
2. Before sending the equipment to service, customer should get familiar with the service completion timeframe applicable to certain service task, or several tasks, which might extend the actual timeframe and costs involved in it.
3. Every self service of the drysuit or any other Santi product without Santi knowledge and consent equals an automatic warranty cancelation for particular component or product.
4. Every authorised service center has the right to decline service in case of technological limitations, significant worn out of the serviced product, unprofitability as well from the customer and company's side or other.
5. Due to technological differences and no possibility of proper expert opinion, SANTI company, by performing service works on products different than SANTI, takes limited responsibility for their result.
6. Every replaced component that is broken or faulty will be utilised. Customer can claim the return and must inform service dept. before service starts.
7. Drysuit that is being given to service must be complete (rings, valves, seals). Otherwise this might make it difficult or impossible to continue service.
8. Techniques used during service process might be significantly different than the production techniques, that is due to technological restrictions and differences. Customer will be informed by the service dept. before such changes can be implemented.
9. Santi service have the right to decline installation of the components that are not part of the Santi offer.
10. Customer have the obligation to make sure that the equipment sent for service is not in doubtful sanitary condition. Santi service has the right to decline the service or can charge the owner for the cleaning process.
11. Glueing works are covered with 6 months warranty period.
12. Basic and extended SDC warranty period on the quality of fabric, stitching and glueing of the drysuit refers only to production faults. Any mechanical damage and fabric worn out due to extensive or improper usage is not covered by standard and SDC warranty.

13. SANTI company takes responsibility only for service works performed in authorised service centers approved by SANTI.
14. Shipping products to the SANTI service center is unambiguously associated with accepting the rules of service provided on our website www.santidiving.com