

1. Every customer is required to include a warranty card along with the equipment being sent for service.
2. Before delivering the equipment to the service center, the customer should familiarize themselves with the service completion times specified for the particular type of service or multiple service tasks simultaneously, as this may extend the actual completion time and associated costs.
3. Any attempt to repair a Santi drysuit or other SANTI product without the knowledge and consultation of the service department will automatically void the warranty on the specific component or the entire product.
4. Each authorized service center reserves the right to refuse service in cases of technological limitations, significant equipment wear, unprofitability for both the customer and the service center, or other reasons.
5. Due to technological differences and the inability to provide a proper expert assessment, SANTI assumes limited responsibility for the outcome of service work performed on products other than SANTI products.
6. All damaged parts that are subject to replacement will be disposed of. The customer may request the return of parts, but must inform the service department before the work begins.
7. A diving drysuit sent for a leak test must be complete (including rings, valves, neck seals, wrist seals). Otherwise, it may hinder or prevent further servicing.
8. The assembly technique used during service may significantly differ from production techniques due to technological constraints and differences. The customer will be informed by the service department about such changes before they are implemented.
9. Santi Service reserves the right to refuse the installation of components not included in the Santi product range.
10. The customer is obligated to ensure that the equipment sent for service is in an acceptable sanitary condition. Santi Service reserves the right to refuse service or charge an appropriate fee for cleaning the equipment.
11. Gluing work is covered by a 6-month warranty.
12. The basic and extended warranties under the SDC club apply solely to the quality of materials, gluing, and stitching. Any mechanical damage or wear resulting from excessive or improper use is not covered by the warranty.
13. SANTI assumes responsibility only for service work performed at authorized service centers approved by SANTI.
14. Sending equipment to SANTI Service constitutes acceptance of the service regulations posted on our website www.santidiving.com.