

Performance Guarantee

If for any reason you are not satisfied with the performance of your new D3 Custom **Slalom** Ski (Performance Guarantee applies only to certain models skis) you may return it within thirty (30) day's for a refund.

Performance Guarantee Conditions

- Guarantee only applies to factory direct full retail purchases.
- Thirty (30) day period commences on the day the customer receives the ski.
- Ski must be returned in **NEW** condition – please take great care not to scratch or damage the ski – please leave the protective tape on the ski – damage will result in a charge upon return – i.e. excessive top scratches, handle dings, dock and or rock scratches on the bottom, ect..
- Within the thirty (30) day period if you decide to return the ski please contact customer service at 916-714-9389 or e-mail info@d3skis.com. Please understand we need to hear from you **PRIOR** to the expiration of the thirty (30) day period. **ABSOLUTELY NO EXCEPTIONS.**
- We will then issue you a Return Authorization Number (RA#). Attach your name, address, phone number to the ski. At your expense ship the ski to the D3 Custom Skis factory located at 807 Prospect St #4, Ellensburg, WA 98926 – Please write your RA# on the outside of the package – All packages without an RA# will be refused. Please insure the ski as D3 Custom Skis will not be responsible for damage caused while in transit.
- Once we receive the ski it will be inspected. After clearing inspection you will then receive a refund for the ski. D3 Custom Skis will deduct a \$75 DEMO FEE from the refund. All freight costs are non-refundable.
- Please only use a hand screwdriver to install your bindings. Use only provided hardware to attach bindings and please take extra care not to cross thread the screws while starting them.
- Please follow binding, fin and wing position recommendations that are provided with the ski.

Returns / Exchanges

- All returns and exchanges must be made within fifteen (15) days after customer receives the item.
- All Items being returned must be new with the original packaging and hardware.
- Any soft good or accessory that has been deemed used will be returned to the customer at customer's expense.
- Bindings being returned or exchanged that have been mounted by the customer will incur a plate and pad replacement cost of \$20 per binding. The washer leaves a mark on the plate making the binding not salable as new thus making the replacement of the plates and pads necessary. **ABSOLUTELY NO EXCEPTIONS.**
- Within the fifteen (15) day period if you need to return or exchange an item please contact customer service at 916-714-9389 or e-mail info@d3skis.com. Please understand we need to hear from you **PRIOR** to the fifteen (15) day period. **ABSOLUTELY NO EXCEPTIONS.**
- We will then issue you a Return Authorization Number (RA#). Attach your name, address, phone number to the item. At your expense ship the item to the D3 Custom Skis factory located at 807 Prospect St #4, Ellensburg, WA 98926 – Please write your RA# on the outside of the package – All packages without an RA# will be refused. Please insure the item as D3 Custom Skis will not be responsible for damage caused while in transit.