



www.cressi.com

**20
24** RETURNS &
WARRANTIES

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RETURN PROCEDURES

For returns, please complete the Cressi return authorization form in all applicable fields.

RETURNS FOR DEALERS

- All Cressi USA products carry a 2 years warranty against manufacturer's defects, unless otherwise specified. Cressi America maintains the right to void any warranty if product misuse/abuse is determined.
- Claims for shortages in sealed cartons must be reported to Cressi USA, Inc. within three days of receiving the shipment.
- Claims for merchandise that is damaged, lost, or not delivered must be filed with both the carrier and Cressi within 48 hours
- All shortage claims must be done in writing and acknowledged by the Cressi USA office in Saddle Brook, NJ.
- All shortage claims require the original shipping cartons from Cressi to be in the possession of the consignee. Therefore, cartons may not be discarded until an investigation is provided by the freight carrier or Cressi USA.
- Before you send in your Cressi product, please make sure that it is properly rinsed, cleaned and dried. Failure to do this may result in delays in your service, and an additional bench fee may be incurred for cleaning when the technician performs service.

HOW TO GET A RA#

- For returns, retailers are required to fully complete the Cressi return authorization form, filling out all relevant fields. The form can be completed online using this link.
- Service will then issue an RA number, if applicable and you must display the issued RA# on the outside of the package.
- Any return without an RA number will be refused.
- Returns may only be submitted from authorized Cressi USA retailers. Retailers can return products on behalf of consumers prior to Cressi authorization. Any return unclaimed after six months shall be destroyed.
- All resaleable merchandise must be returned in its original packaging and condition.
- Discontinued items may not be returned for credit.
- Authorized returns must be freight pre-paid. Cressi will pay return freight on warranty items.

RETURNS FOR CONSUMERS

- Consumers are required to retain and provide proof of purchase when contacting Cressi.
- To initiate any consumer related process, consumers must complete the online form available on the Cressi.com website under Support > Contact menu or [click here](#).
- Prior to sending in a product, the consumer needs to ensure it has been thoroughly rinsed, cleaned, and dried. Neglecting to do so may result in service delays and potentially incur an additional bench fee.

RETURN AUTHORIZATION FORM

SHIP TO:
Cressi-sub USA, Inc.
3 Rosol Lane
Saddle Brook NJ 07663
U.S.A.
Phone: (201) 594-1450

BUSINESS NAME:

CUSTOMER ID:

E-MAIL:

ADDRESS - STREET:

CITY:

STATE:

ZIP:

CONTACT NAME

CONTACT PHONE NUMBER

COUNTRY

ITEM(S) BEING RETURNED

ITEM(S) BEING RETURNED:

SERIAL NUMBER:

DATES OF PURCHASE (IF AVAILABLE):

Are all the components included in the item being returned such as hoses for consoles, weight pockets for BC's, straps for dive computers, etc.

YES

NO

Do store labels or price tags remain attached to the product or its packaging?

YES

NO

Is the product still in its original packaging?

YES

NO

PROBLEM DESCRIPTION

KINDLY DESCRIBE THE PROBLEM AND WHAT CRESSI HAS AGREED TO DO FOR THIS RETURN:

If applicable, please add the circumstances for when, where, temperature, and depth the problem occurred in for the first time, and what you have done with the product(s) after the problem occurred.

*If this is for warranty, have you attached a copy of your purchase receipt and your customer's receipt?
To be eligible for warranty on your product, a purchase receipt is required.*

YES

NO

ADDITIONAL NOTES



WARRANTY & DAMAGE CLAIMS

In accordance with Directive 1999/44 EC, Cressi guarantees its products against inherent and operating defects.

Please refer to any product instruction manuals or associated documents for comprehensive information on warranties, claims, product usage guidelines, and care and maintenance instructions. The following summary is provided as a general reference.

This policy is a consumer warranty extended only to the original retail purchaser, and does not apply to equipment used for any commercial purposes and/or by dive professionals including instructors, dive masters, Public Safety Divers.

This warranty does not cover any representation or warranty made by dealers beyond the express provisions of Cressi.

Warranties are valid in US only but subject to changes based on local laws and conditions.

Because CRESSI cannot control the quality of products sold by unauthorized sellers, this warranty applies only to products that were purchased from a CRESSI authorized seller, unless otherwise prohibited by law. You can view an entire list of CRESSI Authorized Sellers by going to [cressiusa.com- Dealer Locator](http://cressiusa.com-Dealer Locator)

1. **DIVE COMPUTERS - CONSOLES:** The warranty period begins on the date the product is purchased from a retailer by the first buyer. The product may be comprised of different components having different warranty periods; in particular, this limited warranty extends over a period of: A) 2 years for dive computers, B) 1 year for consumables and accessories, including but not limited to, wrist bands, buckles, etc. (whether included with the computer in the original sale package or sold separately).
2. **ANALOG DEVICES:** Two (2) years from the date of purchase (for rental or teaching use: 12 months for operating defects and 24 months for inherent defects).
3. **REGULATORS:** Two (2) years from the date of purchase (for rental or teaching use: 6 months for operating defects and 12 months for inherent defects). Exceptions: Consumable parts, damage due to negligence, blows, or normal wear and tear.
4. **B.C.D.'S:** Two (2) years from the date of purchase (for rental or teaching use: 12 months for operating defects and 24 months for inherent defects). Exceptions: Consumable parts, damage due to scratches, punctures, abrasions, or chemical products (including chlorine), all damage due to exposure to the sun, damage due to negligence, blows, or normal wear and tear.
5. **WETSUITS, BOOTS & GLOVES:** Two (2) years from the date of purchase (for rental or teaching use: 6 months for operating defects and 24 months for inherent defects). Exceptions: Dry suits. Cressi warrants Desert Dry wetsuit (except for the neck seal, wrist seals, zipper and valves) will be free from defects in materials and workmanship for a

period of (2) years from the date of your original retail purchase of the drysuit, with proof of purchase. This warranty does not cover wear and tear from normal use. Furthermore, please be aware that Cressi does not offer a warranty or assurance regarding colorfastness during typical usage. This is because prolonged exposure to differing levels of sunlight and chlorine can lead to the fading and premature aging of neoprene materials.

6. **MASKS, FINS, SNORKELS, GOGGLES:** Two (2) years from the date of purchase (for rental or teaching use: 6 months for normal operations and 12 months for defects of conformity). Exceptions: Alterations in the color of the silicone, all damage due to exposure to the sun or the effect of chemical or environmental agents, damage due to negligence, improper use, blows, or normal wear and tear.
7. **LIGHTS:** Two (2) years from date of purchase with proof of purchase.
8. **SPEARGUNS:** Two (2) years from the date of purchase (24 months for inherent flaws). Exceptions: Damage due to scratches, punctures, abrasions, or chemical products (including chlorine), all damage due to exposure to the sun, damage due to negligence, blows, or normal wear and tear. Warranty does not cover shafts, bands and other consumable parts of spearguns.

Exclusion points for dive computers, analog devices, regulators, wetsuits, Spearguns, Bc's, dive lights:

Normal Wear and Tear: Warranty does not cover damage or deterioration resulting from normal wear and tear, including scuffs, scratches, or fading of paint or finishes.

Misuse and Abuse: Damages caused by misuse, abuse, negligence, or improper maintenance of the are not covered. This includes using the products beyond its recommended depth, using it in extreme temperatures, or not following care and maintenance guidelines.

Modification and Alteration: The warranty is void if the product has been modified or altered. Modifications may include disassembly, customizations, or adding unauthorized accessories.

Unauthorized Repairs: The warranty is not applicable if repairs or servicing have been performed by anyone other than authorized service centers or technicians approved by the manufacturer.

Batteries: Batteries and their performance are not covered by the warranty.

Consequential Damages: Cressi excludes coverage for any indirect, special, consequential, or incidental damages, including personal injury, property damage, or loss of profits, resulting from the use or misuse of the product.

Third-Party Products: The warranty does not extend to any accessories or components not manufactured by the company, even if they are sold together with the Cressi product.

RETURN PROCEDURES

FAQ

Q: Who covers the shipping cost for my authorized return item?

A: The dealer is accountable for covering the return shipping expenses for items assumed to be defective. Following evaluation, Cressi will take responsibility for shipping back the returns and covering the associated costs.

Q: How can a retailer manage the status of a Return Authorization (RA)?

A: Presently, retailers have the option to inquire about the status of a return by either emailing returns@cressi.com or reaching out to the division manager or the sales representative.

Q: Why is it essential for consumers to complete product registration on cressi.com?

A: Registering a product on cressi.com is especially beneficial for consumers in the USA for the following reasons:

- 1) Safety Alerts and Recalls: By registering, consumers can receive timely safety alerts, recalls, or product updates, ensuring that they are promptly informed of any issues or necessary modifications related to their purchased items.
- 2) Product Verification: Registering the product helps confirm its authenticity, guarding against counterfeit or unauthorized products that may lack quality and safety assurances.
- 3) Warranty Coverage: Product registration often extends the warranty period or provides enhanced warranty benefits.

Q: What is the procedure for a retailer to return the product to Cressi USA, Inc.?

A: To ensure a smooth process, a retailer should follow these steps for returning the authorized product with the assigned Return Authorization (RA) number:

- 1) pack the authorized product in a suitable shipping container to prevent any damage during transit and clearly write or affix the provided RA number on the outside of the package. This helps Cressi USA to process a return efficiently.
- 2) Inside the package include the return authorization form with the problem description.
- 3) Notify Cressi USA of Shipment:
Send an email to returns@cressi.com with the subject line "Authorized Product Return Shipment - RA #." In the email, include the tracking number, carrier name, and the expected arrival date.

SERVICE PRICE LIST

For estimation purposes only:

Any order will be processed upon approval, and final pricing is subject to evaluations. Cressi holds no responsibility for any technical parts sold to retailers that, if misused, may result in unforeseen issues for the product or the end-user.

REGULATORS (Labor fee only; parts are not included).

First stage including the Primary Second Stage
Additional 2nd stage (Octopus)

Cressi Service Price
\$ 95.00
\$ 35.00

BUOYANCY COMPENSATORS (Labor fee only; parts are not included).

Bench Service

Cressi Service Price
\$ 30.00

All products sent in requiring testing or evaluation will be subject to a \$15.00 minimum bench charge.

COMPUTER/INSTRUMENTS/ WATCHES

Computer Repair
Computer Battery Change & Pressure Test
Watch Battery Change

Cressi Service Price
\$ 65.00 + parts
\$ 45.00
\$ 25.00

SPEARGUNS

Pneumatic Spearguns Service:
Sling Spearguns Service:
Repairs: pre-authorized amount

Cressi Service Price
\$ 75.00 + parts
\$ 50.00 + parts
\$ 45.00 per hour

MASKS

Optical Lenses Installation (labor only)

Cressi Service Price
\$ 10.00 per lens