

DOWCO WARRANTY STATEMENT

Limited Five Year Warranty - Trailerable Boat Covers and Mooring Covers

Dowco warrants, to the original purchaser boat owner, from date of purchase, Boat Covers and accessories to be free from defects in material and workmanship for a period of 5 years from date of purchase by retail customer.

- If proven to be defective within 24 months will be repaired or replaced at no charge.
- If proven to be defective after 24 months (up to 60 months) product will be repaired on a labor only basis, or replaced on a pro-rated basis. (Year 3=25% of MSRP, Year 4=50% of MSRP, Year 5=75% of MSRP)

Limited Two Year Warranty - Boat Tops, Enclosures, Components and other Marine Accessories

Dowco warrants, to the original purchaser boat owner, the Boat Tops, Enclosures, Components and other Marine Accessories to be free from defects in material and workmanship for a period of 2 years from date of purchase manufacture on the ID tag.

- If proven to be defective within 24 months will be repaired or replaced at no charge.

Conditions/Exclusions:

For ALL parts, this warranty does not cover damage caused by:

1. Misuse, neglect, accident or improper installation, alteration/modification of the part, or an act of God
2. Allowing the product to come in contact with chemicals, tree sap, bird droppings or sharp objects that could puncture or tear the product
3. Allowing water, snow or ice to accumulate or pool that could cause leaking, stretching or other damage
4. Improper use of cover support poles, straps or attachment parts (snaps, clips, etc.)
5. Improper cleaning, storing wet or dirty, not properly securing or storing the product
6. Fabric color fading or other discoloration
7. Damaged caused by trailerable non-trailerable parts (see instructions included with product).
8. All incidental and/or consequential damages are excluded from this warranty (including but not limited to damage to the boat or loss of use). Implied warranties are limited to the life of this warranty. This warranty gives you specific legal rights and may vary from state to state.

To File a Warranty Claim contact your local dealer or Dowco Warranty Specialist and provide the following:

1. Description of the issue.
2. Proof of purchase. You may also be asked your boat's brand name, model name, HIN #, boat size, boat type (windshield, single console, dual-console, tiller) and any installed options (trolling motor type, engine size, installed electronics, etc.).
3. A photo of the sewn-in white ID tag.
4. Photos of the problem area up close and of the entire boat cover or top.

Warranty Processing Options:

1. Return product to Dowco with RMA number clearly noted on the box.
 - Dowco MAY approve sending a 24" x 24" cut out of the defect with the identification tags instead of entire product.
 - If product is deemed warrantable it will be repaired or replaced and shipped within four (4) business days after receipt of original product.
2. Repair product at local dealer or canvas shop.
 - Must provide quote from repair shop and receive approval from Dowco PRIOR to repairs.
 - Provide photos of the product after repair.
 - Dowco will reimburse or credit the repair cost (Per Dowco flat rate schedule) within 30 days of receipt of photos of repaired product.
3. Prepay for new product with a credit card (only for product deemed not repairable)
 - New product to ship within four (4) business days.
 - Return product to Dowco with RMA number clearly noted on the box.
 - If product is deemed warrantable a credit for the amount of the replacement charge will be applied back to the credit card within 30 days of receipt of defective product. If the claim is not approved you will be contacted to explain why the item was not warrantable.

**Certain replacement boat covers will be sent without snaps or other fasteners installed. We will send these with the replacement part. Your local dealer, canvas shop or you may install these parts. We will also send a credit card pre-loaded (Per Dowco flat rate schedule) to reimburse your dealer or the canvas shop for completing this work. In cases with other non-functioning components (poles, ratchets, straps) we will provide replacement parts that may require installation by your local dealer or canvas shop. We will send a credit card pre-loaded (Per Dowco flat rate schedule) to reimburse your dealer or the canvas shop for completing this work.

**COD or collect shipments will not be accepted.

**Defective product or repair quotes must be received within 15 days of RMA issue.

**Dowco will not accept responsibility for additional charges or credits for warranty situations that fall outside the scope of this document. Dowco will make all efforts to make warranty decisions within this guideline, however all decisions Dowco makes regarding this warranty are final.