We use only the best materials available and carefully check the quality of all our products. Before launching our products on the market, we thoroughly test them and subject them to the strictest pressure tests.

However, material is only material and for that reason we provide the "piece for piece" warranty service to all our customers for a period of one (1) year from the date of purchase on our website. If a product is found faulty during the warranty period due to defects in craftsmanship or materials, we will replace the product free of charge. Shipping costs related to such replaced product are to be covered by the client (Claimant). In order to process the replacement claim, we need you to send us detailed photos with a description of the defect.

Before taking any actions, please contact us at info@kitelementshop.com and provide us with all the details of your claim. We will instruct you by e-mail on how to proceed within 48 hours. Please, be aware that this warranty is limited to the original purchaser only and applies only to products purchased on our eshop.

Unfortunately no product is indestructible and we must exclude the following:

- normal wear and tear
- any rips, punctures, scratches or any other damage caused by other objects
- sun/UV, water, sand and wind affected degradation
- damage caused by misuse, hard impacts/crashes, abuse, neglect and user error
- damage caused by improper assembly or set up
- damage caused by anything other than defects in material or workmanship

This warranty is void if:

- any modification or alteration has been made to the product
- the product has been previously repaired
- other than Kitelement products were used and resulted in the failure