

RETAIL WARRANTY POLICY

All products sold by Hakuba Central Snowsports are subject to the manufacturer's warranty conditions.

Please see their relevant websites for their detailed policies.

Hakuba Central Snowsports will liaise with suppliers on behalf of the customer where possible.

Suppliers/manufacturers make all final warranty decisions.

Suppliers may decide on a replacement, a repair or deny a warranty claim.

If the supplier supports the warranty claim, we will liaise with both the supplier and the customer to arrange a repair or replacement. If a suitable replacement is not available in-store, we will either organise one to be delivered at a later date from the supplier or provide a store credit for the equivalent amount.

Warranty items outside of Japan are best handled by the supplier in the relevant country.

Always retain your proof of purchase

[store receipt or invoice]

warranties are not considered without the correct proof of purchase.

Demo equipment, secondhand items, and discounted, damaged, or incomplete sale items are sold as is and are not covered by any warranty.

If an item was purchased from display stock, it is the purchaser's responsibility to inspect the item prior to purchase and ensure they are satisfied with its condition.

