

## BLACK DIAMOND WARRANTY POLICY

### APPAREL WARRANTY:

We trust what we make because we use what we make. If for any reason, you're not 100% satisfied with your Black Diamond apparel, we'll repair, replace, or refund it. No charge. No fine print. No debate. Guaranteed.

### EQUIPMENT LIMITED WARRANTY:

We warrant for one year from purchase date and only to the original retail buyer (Buyer) that our products (Products) are free from defects in material and workmanship. For headlamps our warranty is for three years. If Buyer discovers a covered defect, Buyer should return the Product to the place of purchase. In the event that this is not possible, please submit a warranty claim [here](#). The Product will be repaired or replaced at our discretion. That is the extent of our liability under this Warranty and, upon expiration of the applicable warranty period, all such liability shall terminate. We reserve the right to require proof of purchase for all warranty claims.

### WARRANTY EXCLUSIONS:

We do not warranty Products against normal wear and tear (such as ski edge cuts and abrasions, outsole wear, etc.), unauthorized modifications or alterations, improper use, improper maintenance, accident, misuse, negligence, damage, or if the Product is used for a purpose for which it was not designed. This Warranty gives you specific rights, and you may also have other rights which vary from state to state. Except for expressly stated in this Warranty, we shall not be liable for direct, indirect, incidental, or other types of damages arising out of, or resulting from the use of Product. This Warranty is in lieu of all other warranties, express or implied, including, but not limited to, implied warranties of merchantability or fitness for a particular purpose (some states do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on the duration of an implied warranty, so the above exclusions may not apply to you).

<https://warranty.bdel.com/CreateCase/StepOne>

## NORTH AMERICA

If you have questions about a Black Diamond Equipment product, or wish to talk with a Customer Service Representative before placing your order, get in touch:

**Call: (800) 775 5552**

**Call: (801) 278 5533**

Monday - Friday 8am-5pm, Mountain Time

**Fax: (800) 775 7625**

**Black Diamond Equipment, Ltd.**

Attn: Mail Order

2084 East 3900 South

Salt Lake City, UT 84124

**Email:**

**Order Questions**

[orders@bdel.com](mailto:orders@bdel.com)

**Apparel Information**

[apparel@bdel.com](mailto:apparel@bdel.com)

**Climbing Gear Information**

[climb@bdel.com](mailto:climb@bdel.com)

**Hiking Gear Information**

[mountain@bdel.com](mailto:mountain@bdel.com)

**Skiing Gear Information**

[ski@bdel.com](mailto:ski@bdel.com)

**Product Questions or Comments**

[bdmo@bdel.com](mailto:bdmo@bdel.com)

**PIEPS Questions**

[info@pieps.com](mailto:info@pieps.com)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.