QUANTUM SAILS

WARRANTY PROGRAM

SAIL WITH CONFIDENCE

THANK YOU
FOR CHOOSING QUANTUM SAILS!

Quantum exists to equip the sailors of the world with exactly what they need to meet their challenges. This commitment goes beyond sails: We want to be your go-to resource and partner for all your sailing needs. Our team is dedicated to providing not only the highest quality products, but also the highest level of service, customer care, education, and support. Whatever sailing challenge you encounter, we're here to help you solve it.

Please don't hesitate to let us know what we can do to make your sailing experience better.

Fair Winds,

Andrew Scott

Andrew Scott, President

QUANTUM SAILS®

SAIL WITH CONFIDENCE

DESIGNED TO FIT

Your Quantum sail will be designed to fit your boat. A Quantum representative measures your boat, Quantum will guarantee that the primary two-dimensional measurements of the sail (luff, leech, foot and clew height) will be correct although if for any unexpected reason your Quantum sail does not fit, Quantum Sails will fix the sail at no cost to the customer within the first two years of sail ownership.

QUANTUM IS DEDICATED TO YOU & YOUR SAILING GOALS THROUGH THE HIGHEST QUALITY PRODUCT ON THE MARKET & THE BEST WARRANTY PROGRAM IN THE INDUSTRY.

DESIGNED TO PERFORM

Quantum Sails uses its state-of-the-art design software and years of experience with 3D shapes based upon wind speed and angles, yacht displacement and performance criteria to design a proper sail shape for your sail. Small bumps, wrinkles and leech hooking are still part of the characteristics of any sail. Quantum's goals are to build the smoothest sail in the world but cannot guarantee a perfect smoothness in all conditions or points of sail. If for some reason the sail does not have the designed shape, Quantum Sails will fix the sail at no cost to the customer within the first two years of sail ownership.

DESIGNED TO INTEGRATE

Your sail will be designed and built to work for your boat. The sail will go up and down, furl in and out, and work as designed. The sail will be compatible with all other relative systems and functions of your boat (i.e., hydraulic winches, reef cars, battens, etc.). If, for some reason, the sail does not function as designed, Quantum Sails will fix the sail at no cost to the customer within the first 2 years of sail ownership.

MADE TO LAST

All seaming, stitching, hand sewing, installing grommets and rings, and attaching hardware are part of the quality of any sail. Quantum Sails utilizes top sailmakers, high quality equipment and materials, and maintains high production standards. In the event that your sail does not meet Quantum Sails' high standards, Quantum Sails will fix the sail at no cost to the customer within the first two years of sail ownership.

WARRANTY DETAILS

QUANTUM SAILS IS COMMITTED TO PRODUCING QUALITY SAILS USING THE FINEST MATERIALS AND WORKMANSHIP, DESIGNED AND MANUFACTURED TO MEET THE DEMANDS OF THEIR INTENDED AND RIGOROUS USE.

Quantum Sails warrants its sails to be accurately measured and made to fit the client's boat, have the proper sail shape for the client's boat, function as designed and be compatible with the systems on the client's boats, made with the highest standards of workmanship and constructed of high-quality parts and materials.

If a sail fails to meet any of these guarantees, it will be repaired or replaced free of charge to the customer within the first two (2) years of sail ownership.

EXTENDED WARRANTY COVERAGE

After the second year of sail ownership (starting 30 days after final invoice), cruising sails are eligible to receive prorated warranty consideration for three (3) additional years and racing sails for one (1) additional year.

In order for this warranty to be extended, an inspection must be performed by an authorized Quantum Sails agent after two years of use and every year thereafter. The client must authorize and pay for the minimal recommended maintenance or the extended warranty coverage will be void.
In the unlikely event that a sail fails during this extended warranty period, it will be repaired or replaced at Quantum's sole discretion and based on the prorated cost sharing below:

Year 2-3: 75% Quantum Sails, 25% Client
Year 3-4: 50% Quantum Sails, 50% Client
Year 4-5: 25% Quantum Sails, 75% Client

RETURNS

If you have a Quantum Sail product for which you are initiating a warranty claim, return it to the Quantum Sails dealer where you purchased it along with your proof-of-purchase documentation. If this is not possible or practical, call Quantum Sails at (888)773-4889 and ask for a Quantum Warranty Department representative, who will issue you a return authorization number to include with your product and proof-of-purchase documentation.

Quantum Sails will not accept return products without a return authorization number clearly marked on the outside of the box or proof-of-purchase documentation. Include with your claim your name, street address (no P.O. boxes), day and evening phone numbers, and a brief explanation of why you are filing a claim.

Mail your package using UPS, certified mail, FedEx or any other trackable shipping method. We recommend you insure your package against loss. Quantum Sails cannot be responsible for packages until they arrive at its Warranty Department.

WARRANTY EXCLUSIONS (ALL PURCHASES)

Components on sail products are subject to wear due to their function; all sail products will eventually reach the end of their serviceable life, depending on conditions and intensity of use. The rate of wear depends on use, care and maintenance, and the environment that the sail product is exposed to.
Quantum Sails' warranty does not cover damage resulting from:

- Wear as the result of the sails' normal function (as noted in the section below entitled "A Note On Wear").
- Neglect (insufficient care and maintenance, improper storage, use of solvents or chemicals)
- Accidents (damage caused by an event external to the sail)
- Overstress caused by overloading (use of the sail beyond its designed wind range, excessive flogging, or improper rigging)

Improper treatment or damage resulting from alterations made to the sail not authorized by Quantum Sails
Damage from fire or other generated heat, water, or other material trapped inside a stored sail
Improper exposure to the sun, wind or rain

This warranty does not cover labor, transport costs, follow-up costs resulting from subsequent product compatibility problems, or other costs associated with the warranty claim. Quantum Sails and its dealers reserve the right to charge a handling fee if a returned sail is not under warranty according to the conditions contained herein.

Quantum Sails and its dealers reserve the right to charge a normal fee for any time and materials incurred in repairing a sail product that is not found to be under the terms of this warranty.

This limited warranty extends only to the original owner of the product and is not transferable.

Initiate your claim with your Quantum Sails dealer, who will work with you on the warranty claim and warranty procedure. If you are unable to contact your dealer, contact Quantum Sails directly.

A NOTE ON WEAR

Components on sail products are subject to wear due to their function. All sail products will eventually reach the end of their serviceable life, depending on conditions and intensity of use. The rate of wear will depend on use, care and maintenance, and the environment that the sail product is exposed to, such as rain, sun and wind. Improper use or operation of the sail product will not be covered under this warranty, including, without limitation, overloading the sail or use of the sail beyond its designed wind range, excessive flogging, improper mounting or mounting, misuse, misapplication or negligence.

There are no express warranties, whether written or oral, other than this printed limited warranty. All implied warranties, including without limitation the implied warranty of merchantability or fitness for a particular purpose, are limited to the duration of this limited warranty. In no event shall Quantum Sails or its Quantum dealers be liable for incidental or consequential damages of any nature whatsoever, including, but not limited to, lost profits or commercial loss to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of incidental or inconsequential damages or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

This warranty does not affect the consumers' statutory rights under the applicable legislation in force nor the consumers' rights against the dealer arising from their sales/purchase contract.

This document is a warranty review; it is not a valid warranty. Valid warranty certificates will be presented to the original purchaser upon completion of their purchase from the "My Q Account" feature on the Quantum Sails website (www.quantumsails.com) or by contacting the Quantum Sails Warranty Department.

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