

Do I need RA #?

No RA# is required to return product for warranty consideration. We track returns from dealers by dealer account number and any internal number or name you want to use.

Consumer returns are tracked by name only so the information you include with your return must be written clearly and be complete.

Do I need to return the product through an authorized dealer?

We strongly urge you to work through the dealer that you purchased the product from or another authorized dealer. Many times they are able to help correct the problem without the expense of returning items to us. In the case of difficulty doing this we do accept shipments direct from consumers.

What do I need to include with my return?

Please be sure to include the following inside the packaging of the returned product:

- Name
- Return Address
- Phone number
- Email address if available
- Brief explanation of the problem
- Proof of purchase (receipt)

We require the following products to be included with your return:

- If returning boots please return both left and right boot.
- Alpine bindings should have both toes and both heels returned
- Skis and binding sold as systems should have both skis and binding returned.
- Skis that are not system skis should have the bindings removed before returning them.
When you receive warranty skis back, your bindings must be mounted by a Rossignol Technician at your local shop.

I don't have my proof of purchase, can I still return product for consideration?

If you are unable to locate a proof of purchase you may still return the product for consideration. However, there may be cost associated with repair or replacement of the product. If there are charges or the product is not found to be defective you will be notified before any more work is done.

Product waiting for approval of charges or more information will be held for a maximum of 60 days before the product is returned or destroyed at our option. Notification is by US Postal Service.

WARRANTY FAQ

How long does it take?

We make every effort to inspect and determine a course of action within 24 hours of the day the product is received.

Product replaced normally ships within 48 hours provided inventory is available, you will be notified by the Warranty Repair Center if we do not have a replacement available.

Product being repaired normally ships within 14 working days of receipt.

Normal transit times are approximately 8 days from the east coast and 3 days from the west coast. Express shipping can reduce the transit time but the cost will be the responsibility of the person returning the product to us.

Who pays the shipping charges?

The person returning product for consideration is responsible for the freight coming to us. We will not accept collect shipments or issue call tags.

If the product is deemed a warranty issue we will pay the freight to return the product to you by normal ground transportation.

Where do I send it?

All products being returned for service or warranty consideration should be returned to the following address.

Rossignol Group Distribution Center
ATTN WARRANTY
267 N Depot Dr.
Ogden, UT 84404

DO NOT return it to our corporate address in Park City. Sending packages to Park City will delay the processing of your claim.

How do I send it?

We suggest using either Federal Express Ground or UPS as they can provide you with a tracking number. US Postal Service does not provide daily delivery to this location and pickups from the post office can be sporadic creating some additional delay with processing.

Packaging need not be excessive. Appropriate sized cardboard boxes or skis / snowboards wrapped in cardboard are generally sufficient. *The use of packing peanuts is strongly discouraged.*

Careful thought to packaging may prevent oversize charges on some items.