

	<b>Instruction for consumers</b>	Date : 10-10-2015
	<b>Steps to follow to obtain a replacement kayak</b>	Page 1 de 1

- 1.1 Take note of your serial number (12 characters starting with ZEP) and verify if this serial number (HIN) is listed on the Recall list of serial numbers. You may use the standard search function of the software to do so.
- 1.2 Submit the serial number to our customer service by filling out the replacement order form available on the website [www.eliesport.com/recall](http://www.eliesport.com/recall) . If any assistance is needed please call 1-888-669-6960 (extension 24) or email us at [recall@pelicansport.com](mailto:recall@pelicansport.com)
- 1.3 Following the reception of your completed form, we will provide you with a signed authorisation for the destruction of your kayak as well as instructions on how to proceed with its destruction.
- 1.4 A clear picture of the kayak showing the serial number and the destroyed (cut) section will be needed (see Destruction instructions for reference).
- 1.5 The destruction authorisation form will need to be signed and submitted.
- 1.6 Submit both the signed destruction authorization form and the picture of the destroyed portion with the serial number by email at [recall@pelicansport.com](mailto:recall@pelicansport.com) or by fax at **450-664-4522**.
- 1.7 Following the reception of the signed destruction authorization and the proof of destruction (photo), a replacement order will be processed. An authorization letter will be sent to you as confirmation for the pick-up of the replacement kayak.
- 1.8 The replacement product will be shipped to your point of purchase (Store). Once product is available for pick up, you will be contacted in order to schedule it's pick up. Please note, the authorization letter sent to you will be needed to retrieve the replacement boat.

Note: It is vital to follow these instructions in order to obtain a free replacement kayak Using the kayak could be dangerous and jeopardize the safety of its users.