

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

- 1.1 Establish and provide a list of the Strait kayaks received since May 28, 2013 in your stores and communicate it to us.
- 1.2 If available, provide the list of consumers (and their contacts) who have purchased from you recalled kayak.
- 1.3 Identify KJR12 (Strait 120 and 120XE) and KJR14 (Strait 140 and 140XE) kayaks in store or in your warehouse.
- 1.4 Note all serial numbers (12 characters starting with ZEP) and validate if the serial numbers (HIN) are listed on the recall list of serial numbers. You may use the standard search function of your software to do so.
- 1.5 Submit the affected serial numbers 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 1-800-463-6960 or by email us at [recall@pelicansport.com](mailto:recall@pelicansport.com)
- 1.6 Following the reception of your list, we will provide you with an authorisation for the destruction of the affected products as well as instructions on how to proceed with the destruction of the boat.
- 1.7 Take a clear picture of the kayak showing the serial number and the destroyed (cut) section of the kayak (see Destruction instruction for reference).
- 1.8 The destruction authorisation form will need to be signed and submitted.
- 1.9 Submit both the signed form and pictures by email at [recall@pelicansport.com](mailto:recall@pelicansport.com) or by fax at **450-664-4522**.
- 1.10 Following the reception of the form and picture as proof of destruction, a replacement order will be processed.
- 1.11 To proceed in replacing a kayak already sold to a customer and who purchased that product in your store, we will contact those registered and advise them of the recall. They will be asked to destroy the product and be given a confirmation that their replacement kayak can be picked up at your store at a date to be agreed upon with you. We will coordinate this delivery according to your schedule and we will ship the replacement kayak to your store in grouped lots. Each customer will need to present their confirmation letter to be able to retrieve their replacement kayak.
- 1.12 A customer who bought a kayak in your store but refuses to destroy the product will be asked to return the kayak to your store. We ask that you submit the serial number for destruction authorization to our customer service and we will send you the destroy authorization and a replacement kayak as stated above.

**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.