

BLACK DIAMOND EQUIPMENT, LTD. LIMITED WARRANTY FOR NORTH AMERICA

We trust what we make because we use what we make. Black Diamond Equipment, Ltd. (“Black Diamond”) warrants to the original end-user purchaser that its Black Diamond® products (“Products”) will be free from material or manufacturer defects for the Warranty Periods outlined below.

Products/Category	Warranty Period (from date of purchase or delivery)
Lighting Products	3 Years
Apparel/Soft Goods (Packs and Gloves)	Practical Product Lifetime (see FAQ below)
Footwear	2 Years
Jetforce Packs	3 years for the pack, 2 years for li-Ion Battery
Trekking and Ski Poles	2 years
Fritschi Products	Subject to respective policies: Fritschi Here
ATK and Helio Bindings	2 Years, file a claim below
Beacons (Black Diamond and Pieps)	2* Years
All other Products	2 Years

*Warranty Extension to 5 years with product registration on Pieps App

Because Black Diamond cannot control the quality of products sold by unauthorized sellers, this limited warranty applies only to Products that were purchased from Black Diamond or a Black Diamond authorized seller in the United States of America, unless otherwise prohibited by law. Black Diamond reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites. This limited warranty does not cover any defects due to normal wear and tear, damage due to misuse or excessive use, accidental damage, alteration or modifications to the Product, or neglect, negligence, or improper care.

Repairs: Black Diamond can perform repairs on many items regardless of warranty period. To inquire about a repair, please file a warranty claim using the link below and describe the requested repair in the notes section. For items still in warranty, Black Diamond reserves the right to repair or replace (See FAQ below).

Shipping: Our Service Center Specialists will let you know if your product needs to be sent in. Shipping to Black Diamond will be at your own expense

Click ‘submit claim’ on the warranty page to submit a warranty request through our warranty application. If you live in, or are passing through Salt Lake, you’re welcome to

bring warranty/repair items to the Salt Lake retail location for drop-off; please remember to bring the claim number from your warranty application with your product.

Due to high seasonal volumes, please expect jetforce repairs to take between three and four weeks. We apologize for this delay.

Purchasers of Products who wish to make a warranty claim based on a Product defect should submit their claim by clicking the button above and completing the warranty application. Black Diamond will repair or replace a defective Product that is covered by this limited warranty in its sole discretion. Black Diamond requires proof of purchase and/or delivery and may require pictures of the product at issue for any claim.

In some cases, we require that the defective product be returned to us as part of the warranty process. In these instances, shipping to Black Diamond will be at the end user's expense but return shipping covered by Black Diamond. Black Diamond reserves the right to determine the cause of damage and the resolution of each warranty claim in its sole discretion.

There are no warranties which extend beyond those stated herein. Any implied warranties that may be applicable to Products, including implied warranties of merchantability or fitness for a particular purpose, are limited in duration to the duration of this warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Under no circumstances shall Black Diamond be liable for any special, incidental, or consequential damages based upon breach of this limited warranty, breach of contract or strict liability. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Black Diamond reserves the right to deny claims in its discretion in cases of suspected fraud or if a customer has abused the limited warranty. If you would like a physical copy of this Limited Warranty, feel free to print this webpage, call our Customer Service team at (800) 775-5552, or write us at Black Diamond Equipment, Ltd., 2084 East 3900 South, Salt Lake City, UT 84124, and we'd be happy to send you a copy. Warranty Effective Date: May 15, 2023.

FAQ

- **What Is A "Defective" Product?**

A product is considered defective if it does not meet its performance, manufacturing, or design specifications. An example would be a backpack buckle that comes undone while under a normal load. This does not include issues such as fit or sizing, or damage caused by neglect or misuse. See below for a list of exclusions.

- **What Is The "Practical Product Lifetime" For Apparel And Soft Goods?**

Black Diamond Apparel is warranted against defects in materials and construction for the practical lifetime of the product. The lifetime of apparel can be highly variable and depends on several factors. When properly cared for your Black Diamond apparel can last many years; however, this does not mean it is impervious to damage or wear. Keep in mind that Black Diamond products are designed for use in extreme environments, where rock faces, tree branches, and harsh sun could all damage or contribute to the wear of the product. Someone who climbs or skis five days a week should expect that they will wear out their equipment at a significantly higher rate than a less frequent user. Please remember that this warranty is for manufacturer defects and does not cover wear-and-tear or accidental damage. Using Black Diamond products in a professional or educational setting can greatly reduce the expected lifespan of the product. Black Diamond does not give or imply an expected lifetime for any apparel. Acceptable wear-and-tear, as well as product life span, will be determined at Black Diamond's discretion. See below for a list of damages not covered by warranty.

- **Is My Replacement Product Warranted?**

A replacement item does not result in a new Warranty Period. Replacement products are provided to ensure product satisfaction through the remainder of the original Warranty Period for the original product.

- **Will My Product Be Replaced Or Repaired?**

Black Diamond will first attempt to repair your product. If a repair is not possible, or not cost effective, then replacement will be considered. Products that are out of stock or discontinued will be replaced with the closest equivalent. Repairs are made in order to restore an item to the original functionality and may not result in a factory appearance. Original products that are replaced through warranty will not be returned.

- **Do I Need To Send My Product In?**

Our Service Center Specialists will let you know if your product needs to be sent in. Shipping to Black Diamond will be at your own expense.

- **How Long Will It Take To Get My Gear Back?**

Service time can vary depending on the solution that is necessary. Typical service time is between 3-6 weeks. This time frame depends on the solution needed to resolve the claim.

- **Are My Cam Triggers A Warranty Claim Or Should I Pay For The Re-Trigger Service?**

Due to the highly variable usage and wear that a cam can face, cam trigger replacements will only be provided as a warranty service with a proof of purchase from an authorized seller within one (1) calendar year from the date of purchase by the original end user purchaser, as provided in full in the limited warranty statement above. If your cam is over one (1) year old, trigger replacements can be bought as a service or DIY kits can be purchased for most cam models. [Cam Repair and Service](#)

- **How Do I Contact Warranty About My Claim?**

When you submit a claim, a service center representative will reach out to you and keep you updated on your claim. You can email them additional questions or information about your claim throughout the process.

- **Can I Get Replacement Parts If My Product Is Outside Of Warranty?**

Spare parts can be found for sale on our website. Due to practical limitations, Black Diamond only stocks select components for current products that we think are likely to need replacement within the product's lifetime. Parts for older product will remain available until inventory is depleted.

- **How Do I Know Whether A Seller Is An "Authorized" Seller Of Your Products?**

If you have any questions regarding whether a seller is an authorized Black Diamond seller, please contact us at (800) 775-5552 or BDMO@bdel.com.

- **How Do I Submit Claims If I Am Outside Of North America?**

This limited warranty applies only to sales within the United States of America. Our network of distributors handles warranty claims in other regions. You can reach out to your local dealer to find out how to proceed or submit a claim here and it will be forwarded to the distributor in your region.

- **What Damages Are Not Covered By Warranty?**

Not covered:

- Fading colors, logos, and markings due to use
- Cuts, burns, abrasions, tears, or stains
- Packed out insulation
- Poor or incorrect fit
- Items bought used
- Product that has been modified or altered by a person or an entity other than Black Diamond (such as the use of Quiver Killers or other binding inserts)
- Apparel that has been altered, tailored, or otherwise modified by a person or an entity other than Black Diamond
- Certain Zipper damage is non-repairable
- Loss of water repellency treatments
- Dulling of points (such as on crampons or ice axes)
- Damage from Battery Corrosion