

# Duraflex Refinish Policy

As of January 23<sup>rd</sup>, 2017, Duraflex International has implemented a new refinish policy. The new policy is as follows:

1. Duraflex will not refinish any board with the following issues:
  - Any cracks in the ribs, surface, slots, or torsion box.
  - Excessive corrosion anywhere on the board.
  - Structural damage due to improper installations, handling or any other reason.
  - Excessive material applied to the board including paint of any kind.
2. **Duraflex will no longer cut 2 inches off the back of boards with excessive corrosion.** Cutting 2 inches off the board changes the length and will cause performance differences and may affect FINA tolerances.
3. Duraflex will no longer refinish boards with excessive droop. Excessive droop happens when a board takes a permanent downward bend largely due to trampolining the board. Because FINA no longer allows a minus dimension in board-to-water height, anything over 1-inch droop will be considered excessive. Exceptions to refinishing boards with excessive droop may be made under the following conditions only:
  - A signed agreement is made between Duraflex and the customer stating that the customer realizes the potential for destroying the board in trying to fix the permanent set (droop). This agreement will request Duraflex to proceed, and release Duraflex from any liability in case of board destruction during the process. (Please see attached Refinish Sign-off Sheet.)
  - Duraflex will not attempt to correct a board with a permanent set (droop) if there are any cracks, structural damage, or excessive corrosion.
4. Photos may be required prior to shipping to Duraflex for refinishing.

A copy of this policy and refinished sign off sheet can also be found on our website at [www.duraflexinternational.com/refinishing/](http://www.duraflexinternational.com/refinishing/).