

2025 Vetta Pontoons Warranty

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Vetta Pontoon Warranty Overview

Welcome to Vetta, where luxury meets lasting memories. Owning a Vetta Pontoon is more than just a purchase—it's an invitation to experience refined craftsmanship, effortless performance, and unforgettable moments on the water. To ensure your time on the water is nothing short of exceptional, we've designed the **Vetta Pontoon Warranty**—a flawless protection plan that lets you focus on what truly matters: relaxation, adventure, and creating extraordinary memories with those who matter most.

Confidence in Every Detail

Luxury should be effortless, and so should your warranty. At Vetta Pontoons, we believe in **clarity, simplicity, and trust**. That's why our warranty is written in straightforward, easy-to-understand terms—no confusing jargon, no hidden clauses. You deserve absolute confidence in what's covered, so you can enjoy every voyage with total peace of mind.

Transparent, Thoughtful Coverage

True luxury comes with complete transparency. That's why our **Vetta Pontoon Warranty** begins with a clear **"What's Not Covered"** section. We believe in setting the right expectations upfront, ensuring there are no surprises—just straightforward coverage designed to protect your investment.

Your Coverage Begins Immediately

From the moment you take possession of your Vetta Pontoon, your warranty coverage begins. No delays, no waiting periods—just instant, reliable protection that reflects the premium experience you deserve.

Vetta Pontoon Warranty

Uncompromising Clarity & Support

At Vetta Pontoons, transparency is paramount. That's why we've meticulously outlined all warranty exclusions—ensuring you have a clear understanding of what falls outside our coverage. We encourage you to review these details carefully. However, luxury is about more than just protection—it's about partnership. Even if an issue isn't covered under warranty, our dedicated team is committed to working with you to find the best possible solution, so you can continue to enjoy the uncompromising Vetta experience.

1. **Damage:**

Accidental or Improper Use

Damage resulting from accidents, improper use, neglect, or acts of vandalism/malice is not covered.

Maintenance and Care

Failure to follow maintenance practices, recommended use and specifications, proper winterization and storage, as outlined in your **[owner's manual]** are not covered.

Environmental and External Conditions

Damage from environmental factors, such as water leakage, misalignment, or breakage of components like windshields, windows, or canvas tops, as well as damage from improper exposure.

Chemical or Cleaning Damage

Damage from improper care, including the use of unsuitable chemicals, cleaners, or protectants.

Trailer-Related Damage

Damage resulting from improper trailer use, such as inadequate support, improper design or assembly, or damage from loading/unloading procedures.

Non-Manufacturing Defects

Damage related to external factors not originating from manufacturing defects or factory installation.

2. **Non-Vetta Pontoons Products:** Factory products that were not manufactured by Vetta Pontoons are not covered by our **[Warranty]**. This includes items such as engines, drive trains, electronics, gauges, trolling motors, controls, propellers, depth finders, trailers, and trailer tires. For details on coverage for these items, please visit the product manufacturer's website.
3. **Aftermarket Parts and Hardware:** Any parts or hardware not made or installed by Vetta Pontoons aren't covered under our warranty. For warranty details on these items, please check with the product manufacturer or the dealership, marina, or repair company that installed them.
4. **Electrolysis/Corrosion:** Electrolysis (stray current), corrosion, including galvanic corrosion and salt exposure, unrelated to a manufacturing defect.
5. **Environmental Exposure:** Any defect resulting from environmental conditions such as "pinkening," "greening," "browning," or other discolorations and deteriorations like mildew, mold and rust caused by microorganisms, weather, moisture, or sun exposure.
6. **Normal Wear and Tear:** Tears, cuts, fading, scratches, chipping, flaking, or shrinkage of any components—including vinyl, upholstery, paint, plastic, or canvas—due to regular use or exposure is not covered under warranty.
7. **Unauthorized Modifications/Repairs/Alterations:** Any failure, or issues resulting from modifications, alterations, repairs or installations not approved or performed by an authorized Vetta Pontoons Dealer, including changes to the pontoon, motor, or trailer that deviate from factory

specifications. This includes the use of non-genuine parts, unauthorized accessories, or custom alterations that impact the performance, structure, or safety of the vessel and its components.

8. **Commercial Use After 90 Days:** Pontoons used for any commercial purposes including rentals, guiding, fish charters, racing or military use are not covered beyond 90 days from the original date of purchase on new pontoons. Refer to the “Commercial Use Definition” section for more details.
9. **Performance Expectations:** Outside of factory expectations; performance concerns including but not limited to weight distribution, overall speed, time to plane and fuel consumption are not covered.
10. **Acts of Nature:** Incidents resulting from acts of nature, such as hurricanes, tornadoes, earthquakes, floods, wildfires, ice storms, severe weather conditions, or damage caused by animals, are not covered.
11. **Acts of War:** Incidents caused by war, terrorism, or civil unrest.
12. **Salvaged Pontoons:** Pontoons declared a total loss for any reason.

Note: Any items not explicitly listed under coverage are deemed exclusions. Please refer to the **[Limitations and Disclaimers]** section for additional factors relevant to our warranty.

Vetta Leak-Free Guarantee

Exceptional craftsmanship deserves uncompromising protection. Our **Vetta Leak-Free Guarantee** ensures complete peace of mind for as long as you own your Vetta Pontoon. Reserved exclusively for the original owner, this warranty provides **lifetime coverage on parts and up to ten years of labour**, ensuring your investment remains safeguarded. For added flexibility, this coverage is **transferable once** within the first five years of ownership. For full details, please refer to the [Transferability] section.

What's Covered

- Any structural failure on pontoon tubes, cross channels, or motor mounts.
- Defects in materials or workmanship under normal personal, non-commercial use.

Exclusions

- Lack of or improper motor support during transportation.
- Wave or water damage resulting from operating in severe rough water conditions or failing to reduce speed in rough water.

Vetta 10-Year Deck Assurance

Crafted for durability, designed for peace of mind. Our **Vetta 10-Year Deck Assurance** protects your pontoon's plywood decking against defects for a full decade. This coverage includes **parts and labour for ten years**, ensuring your deck maintains its integrity and performance. For added flexibility, this warranty is **transferable once** within the first five years of ownership. For full details, please refer to the [Transferability] section.

What is Covered

- Material and labour costs to repair any structural failure on marine-grade plywood decking for the first 10 years.
- Abnormal fading, peeling, or cracking.

Exclusions

- Imperfections caused by natural swelling, shrinkage, discoloration, or wood characteristics such as checking, leafing, splitting, and broken grains.
- Excessive deterioration or fading caused by overexposure to the sun due to failure to properly cover the pontoon when not in use.
- Variations in weave for woven and vinyl floor coverings.
- Visibility of deck board seams.
- See additional exclusions in the “What’s Not Covered by Vetta Pontoon Warranty” section.

Vetta 10-Year Comprehensive Parts Warranty

Our **Vetta 10-Year Comprehensive Parts Warranty** provides thorough protection for your pontoon’s factory-standard, non-structural parts and components. This warranty covers repairs, removal, and replacement of any defective parts due to materials or workmanship for a full decade, ensuring the lasting quality of your equipment.

What Is Covered

- Materials and labour required to repair, remove, and replace non-structural parts and components that are found to be defective in materials or workmanship.
- Failures due to abnormal fading, peeling or cracking.

Exclusions

- Cosmetic damages found after you have taken possession of the unit
- Excessive deterioration or fading caused by overexposure to the sun, as a result of failure to properly cover the pontoon while not in use.
- Discoloration from sunscreens, ink, drinks, pollen, leaves, micro-organisms, bacteria, fungus, mold, etc.
- See additional exclusions in the “What’s Not Covered by Vetta Pontoon Warranty” section

Vetta 10-Year Canvas and Bimini Frame Warranty

Our **Vetta 10-Year Canvas and Bimini Frame Warranty** provides robust protection against manufacturer and material defects in the mooring covers and bimini tops that come standard on all our pontoons. This comprehensive warranty covers both **parts and labour for a full 10 years**, ensuring your pontoon’s canvas and frame remain in exceptional condition for years to come.

What Is Covered

- Excessive loss of colour or strength under normal exposure conditions.

Exclusions

- Water intrusion through stitched seams and fastening points
- See additional exclusions in the “What’s Not Covered by Vetta Pontoon Warranty” section

Vetta Commercial Use Warranty

Our Vetta Commercial Use Warranty provides 90 days of coverage for units used in commercial applications. This warranty protects against defects in materials and workmanship on all components mentioned in this document. "Commercial Use" refers to any activity that generates income or serves a business purpose, including charters, guiding, fishing tours, transporting goods or passengers, rentals, or any service where the pontoon is used in support of a commercial enterprise, rather than for personal recreational use.

Limitations and Disclaimers

1. All other warranties, express or implied, including implied warranties of merchantability and fitness for a particular purpose, are explicitly excluded.
2. Vetta Pontoons disclaims any liability for economic loss due to product failure, negligence, defective design, manufacturing defects, failure to provide warnings or instructions, lack of seaworthiness, or any other theory of liability not expressly covered under this limited warranty.
3. If any implied warranty of merchantability or fitness for a particular purpose is required by law and cannot be disclaimed, such warranties are limited to a duration of 1 year from the pontoon's delivery to the original retail owner.
4. Neither Vetta Pontoons nor the selling dealer is responsible for incidental or consequential damages including, but not limited to:
 - o Loss of use of the pontoon
 - o Loss of time, profits, or income
 - o Inconvenience
 - o Commercial or economic loss
5. In no event shall the repair or replacement under this limited warranty exceed the fair market value of the pontoon at the time the defect is reported.
6. Some jurisdictions do not allow limitations on the duration of implied warranties, or the exclusion of incidental or consequential damages, so these limitations or exclusions may not apply. This limited warranty provides specific legal rights, and owners may also have other rights, which vary by province or jurisdiction.
7. No terms, conditions, or warranties may be modified, altered, or waived by any actions, representations, or statements, whether oral or written, except with the express, written authority of an executive management employee of Vetta Pontoons.
8. Vetta Pontoons reserves the right to make changes or additions to the pontoons it builds or sells at any time without any obligation to make the same changes to previously built or sold pontoons.
9. Any costs related to transporting the pontoon to and from an authorized repair facility, such as a Vetta Pontoons dealer or factory store, for warranty service are not covered.
10. Vetta Pontoons and its dealers reserve the right to offer post-warranty repairs, conduct recalls, or extend warranty coverage for specific pontoons at Vetta Pontoons' sole discretion. Providing such accommodations for certain pontoons does not obligate Vetta Pontoons to offer the same to other pontoon owners.
11. Vetta Pontoons cannot guarantee the availability of specific replacement parts or colours. If a warranted part is no longer available, we will offer the closest available match from our current product line.
12. It's recommended that you remove all personal belongings from the pontoon before it is returned. Vetta Pontoons is not responsible for any personal items left in the pontoon during factory repairs.
13. Pontoons that have had major structural damage may be excluded from further warranty even if approved for repair. Although repairable for use it may no longer meet factory specifications.
14. The owner is responsible for all transportation charges to and from the service center, as well as any copayments or deductibles assigned by component manufacturers. Haul-out, launching,

de-rigging/re-rigging, phone calls, rental fees, inconvenience, loss of time or income, motel accommodations, meals, or other expenses incurred by the owner are not covered by the warranty.

15. The owner must provide Vetta Pontoons with written notice of any warranty claims before the limited warranty period expires, and allow Vetta Pontoons the opportunity to resolve the issue. If a pontoon is at a dealership for more than 30 days for repairs, or if a defect is not corrected after one repair attempt, the owner must notify Vetta Pontoons.
16. All warranty repairs must be performed by an authorized Vetta Pontoons dealer unless otherwise authorized in writing. Some warranty repairs may require specialized training or equipment, so not all dealers are authorized to perform every type of repair. Depending on the nature of the repair, the pontoon may need to be taken to another authorized dealer or returned to Vetta Pontoons directly.
17. If available your Vetta pontoon should be protected during transportation using your designated travel covers, when travelling to and from your servicing dealership.
18. Ensure the pontoon is returned in a generally clean condition. Excessive dirt or grime may delay the repair process and result in cleaning fees charged to you.

Vetta Warranty Transferability

We're pleased to offer the flexibility of transferring your **Vetta Pontoons Warranty** to a second owner, ensuring they too can experience the same comprehensive coverage and peace of mind.

To complete the transfer, a fee of **\$100**, plus **\$10 per full or partial month** remaining in the original warranty period, must be paid. This fee covers the necessary administrative work to ensure a seamless transition of warranty details to the new owner. The transfer must be completed within **30 days of purchase**.

What's Transferable:

- Leakproof-for-Life Pontoon Tube Warranty
- 10-Year Marine-Grade Plywood Decking and Floor Covering Warranty
- 10-Year Parts and Components Warranty
- Canvas and Bimini Frame Warranty

Steps to Transfer the Warranty:

1. **Inspection:** Schedule an inspection with an authorized **Vetta Pontoons** dealer within **30 days of purchase**. The inspection fee is included in the transfer cost. During the inspection, the dealer will take photos and complete the necessary documentation for the transfer.
2. **Provide Proof of Purchase:** Present your proof of purchase to verify ownership.

Please note, **Vetta Pontoons** reserves the right to decline any warranty transfer requests for pontoons that have been **damaged, neglected, or previously excluded** from warranty coverage. This warranty does not cover cosmetic damage or items that are worn or damaged due to regular use.

Seamless Warranty Support

At Vetta Pontoons, we are committed to providing an effortless ownership experience. Should you need to file a warranty claim, your **dedicated Vetta dealer** is ready to assist with expert service and support. Simply visit your local dealership, or call our **Vetta Concierge Team** at **1-800-MY-VETTA (69-83882)**. To ensure a swift resolution, we may request photos or additional details to better assess your concern.

Your dealer will handle the submission of your claim to our head office for a comprehensive review. If further clarification is needed, a member of our **Concierge Team** may connect with you or your dealer directly. Once your claim is processed, we'll collaborate with your dealer to guide you through the next steps, ensuring a smooth and efficient experience. Please allow up to **60 days** for completion.

We understand that **every moment on the water is priceless**. If your vessel requires off-season service, we'll strive to have it ready in time for your next adventure. For in-season repairs, ask your dealer about exclusive options such as rentals or **luxury loaner pontoons**, subject to availability at participating dealerships.

Warranty Dispute Resolution

At Vetta Pontoons, your satisfaction is our highest priority. If you have concerns about your warranty claim, we encourage you to reach out to us directly—we're here to help. Should you believe your claim was improperly denied or not fully addressed, we want to hear from you first. Contact us at **concierge@vettapontoons.com**, and let's find a resolution together. Our team is dedicated to ensuring a fair and efficient process so you can return to enjoying your time on the water without unnecessary delays.

If further action is required, the following steps are available to you:

1. **Formal Review** – If your concern remains unresolved after working with our **Customer Experience Team**, you may request a formal review. Please submit a written request, including photos, your claim number, **HIN (Hull Identification Number)**, and any relevant documentation, to **concierge@vettapontoons.com**.
2. **Consumer Protection Agencies** – If you are not satisfied with the outcome, you have the right to seek guidance from your provincial **consumer protection agency**, which can provide further assistance regarding your rights as a consumer.
3. **Small Claims Court** – As a final option, you may consider pursuing your claim in **small claims court**, where a resolution can be sought based on the specific details of your dispute.

At Vetta, we believe in delivering **uncompromising service** and a seamless ownership experience. We appreciate the opportunity to make things right and ensure your continued enjoyment on the water.