



Warranty

Your satisfaction is our top concern. Therefore, we offer the following protection for our customers:

Custom skate guaranty: The cost on our side is so high for custom skates that we do not offer a money back guarantee. If you are not satisfied with your first pair, we will attempt our very best to adjust them accordingly and if such measures do not work, we will manufacture a second pair free of charge as a replacement.

1 Year manufacturer's full warranty: If within the first year of use, your boots sustain any breakdown or damage not caused by the skater or by training/competition use, TRUE will fix the damage free of charge. The customer is responsible for shipping charges.

Outside warranty repairs: At TRUE we stand behind our product and therefore we will fix any issue that arises with your boots outside of the warranty period. The customer will be responsible for return shipping in both directions plus a fee for the repair. Contact us prior to shipping for a repair quote.