

NOTICE OF LIMITED BLACKFIN MODEL SEAM SEPARATION/REPLACEMENT OFFER

Dear BLACKFIN Purchaser,

At iROCKER we are committed to providing customers with high quality paddle boards and a safe experience on the water. We have recently determined that the seams on certain BLACKFIN paddle boards (Model X, XL and V) that were manufactured in 2021 experienced problems with manufacturing which may cause separation of seams on the boards. This can result in deflation of the paddle board and impact user safety on the water. Out of an abundance of caution, we are recalling all boards we believe to be impacted. Impacted serial numbers are in the following ranges and can be located on the center fin box of your paddle board:

All numbers starting with IR-TSEBF
Numbers between IR139020 and IR141685
Numbers between IR157500 and IR160165
Numbers between IR160500 and IR163165

If the serial number on your paddle board is included in this listing, please discontinue use of the board immediately and continue reading for instructions on how to receive a replacement board at no cost.

If the serial number on your paddle board is not included in this listing, please continue to use your paddle board, and enjoy your time on the water.

PLEASE NOTE: If you have already had your BLACKFIN board replaced under warranty, you are not eligible for this offer unless the serial number of your replacement board is listed above.

Our highest priority is your safety, and we want your experience on the water to be exceptional. We stand behind our products, our customers, and our community, and we want to make this right. Please take the following steps to receive a replacement board at no cost.

IF THE SERIAL NUMBER ON YOUR PADDLE BOARD IS LISTED ABOVE

1. ***Stop using your BLACKFIN paddle board immediately***– we do not want you or any other users of the product to have a negative experience.
2. ***Do not dispose of your board.*** Please wait for further instructions on how to process your claim.
3. The following website to process your claim will be available by August 15th:
<https://www.recallrtr.com/blackfin>. Full instructions on the claim submission process will be communicated once the website is available. In the meantime, if you have any questions, dedicated associates are available to take your call: +1 (833) 408-0481.

Once the recall registration and verification process has completed and you receive confirmation, we will send you a replacement paddle board at no charge. We will be producing these new boards immediately, with updated and verified manufacturing processes, and expect to have your replacement completed and shipped to you within 6 months.

PLEASE NOTE: Under iROCKER warranty policy, customers are entitled to a replacement board that is comparable to the original board purchase. iROCKER may not be in the position to replace the paddle board with the exact color way of choosing.



July 27, 2022

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As with all our paddle boards, you and any other users should ***always wear a personal flotation device*** when using the product.

Thank you for being a valued iROCKER customer. We appreciate your loyalty and patience as we work to make things right and get you back on the water safely.

Sincerely,

Craig Gillan

President, iROCKER Inc.

