



Dive Gear Express LLC, 4100 N Powerline Road Suite E1, Pompano Beach, FL 33073-3039
+1 954.977.6009, CustomerCare@DiveGearExpress.com

Rubber LOW PRESSURE REGULATOR HOSE Safety Notice

Replacement/Refund Request Form

From February 1, 2018 until July 31, 2019, Dive Gear Express sold Rubber LOW PRESSURE hoses to consumers individually and in regulator packages without any brand name identification.

Please examine your rubber low pressure hose female fitting that screws into the regulator second stage. On affected hoses, the crimp of that flex fitting is stamped with a manufacturing date code:

D0218 (February 2018) through D0918 (September 2018).

If you have one of these rubber low pressure hoses, we recommend that you immediately stop using it.

For a refund or replacement;

Complete all sections of the form below. Please ensure all information is legible.

- Please indicate with an X whether you wish to receive a refund OR a replacement.
- You do Not need to return the original product to Dive Gear Express.
- We ask that you stop using these hoses. Dive Gear Express will not be held liable for any injury or harm resulting from their continued use.
- Destroy the hose by cutting off the end with the affected manufacturing date code.
- Photograph the destroyed hose end(s), clearly showing the date stamp, in the same picture as the completed form.
- Please ensure that the information on the form is readable in the photograph. Also be sure to provide us with a current SHIP TO address.
- E-mail this photographed form/picture to us at: CustomerCare@DiveGearExpress.com

STOP!!! If you are not sure whether your hose is part of this lot, please contact us to ask BEFORE destroying your hoses!

In order to issue a refund or replacement, we will need to match this form to your original order. Replacements will be shipped freight pre-paid, within 2 – 3 weeks of your e-mail. Refunds will be issued within the same time period.

Refund

Replacement

Name: _____

Shipping Address: _____

City: _____ State: _____ Zip: _____ Country: _____

Order #: _____ Quantity Purchased: _____

Hoses Returned/Refunded: Model (length) _____ Quantity: _____

Model (length) _____ Quantity: _____

Model (length) _____ Quantity: _____

Model (length) _____ Quantity: _____

Daytime Phone #: _____ E-Mail: _____