

Subject: : Gear Talk

Topic: : Boa lacing system experiences

Re: Boa lacing system experiences

Author: : salmonoid

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URL:

I wanted to provide an update to this story, in case other board members like some real world data to help with deciding which companies to do business with. At the time that the Boa system failed, I submitted a request to both Boa and Korkers, notifying them of the failure and even sending a picture to Boa through their online system. Korkers promptly contacted me. They initially asked that I return the boots to the place of purchase for an exchange, but my size was no longer in stock, so that did not work out. They then made sure that I had not been sent used boots or anything of that sort, and finally, after my wife got tired of the broken boots taking up space in our room a few weeks ago, and she moved them upstairs, I remembered I had them and got back in touch with Korkers. Today, a replacement pair arrived. The customer service rep at Korkers was great to deal with, and I am "whole" again, in that I now have two functioning pairs of wading boots again. I'm still skeptical of the Boa system (and never did hear anything back from Boa - this issue was clearly a problem with their component). But its refreshing to work with a company that fully stands behind their wares.