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SAFETY NOTIFICATION – PLEASE READ AND TAKE ACTION
IMMEDIATELY

Dear Valued Aerial Customer,

We recently shipped your order #_____ for the Aerial Assault Wakeboard Tower (s). Subsequent to the shipment, we learned from our manufacturing source and through our own inspection procedures that the bolts shipped with your order were the wrong size. Specifically, the bolts supplied by the manufacturer were smaller than our specifications. As a consequence, the bolts supplied with your order could potentially break under load and may pose a risk of injury and/or damage if not replaced.

Enclosed with this letter are replacement bolts that meet Aerial's original specifications and installation instructions to replace the smaller bolts shipped with your order. Please replace the bolts immediately, whether you have encountered any problems with the Assault Wakeboard Tower, or not. Should you have any questions about replacing the bolts or need help explaining the instructions, please contact one of our customer service and support staff at 1-888-893-6499.

Aerial is proud of our safety record and want you to know that as soon as we learned of this potential problem we took steps to correct it. Aerial maintains rigorous specifications and inspection standards, but unfortunately human errors can escape even the most rigorous quality controls.

Please replace the existing bolts with the replacement bolts as soon as possible to ensure that your tower is secure and able to provide the safest and most enjoyable wakeboarding experience possible.

Your complete satisfaction is extremely important to us. We apologize for any inconvenience this has caused and pledge to do whatever we can to maintain you as an Aerial customer.

Everyone at Aerial Wakeboarding appreciates your continued use and enjoyment of our products. Please do not hesitate to contact me or Aerial with any questions or concerns.

Sincerely,

Michaelin McCall
Aerial Wakeboarding Products
Customer Relations
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