

2011-2012 WARRIOR WARRANTY POLICY

CHANGES TO THE WARRANTY POLICY

WARRIOR WARRANTY PERIOD FOR ALL HEADS AND HANDLES HAS CHANGED:

NEW HEAD WARRANTY - All Men's and Women's Lacrosse Heads: 6 month limited warranty

NEW HANDLE WARRANTY - Men's & Women's Handles: 6 month limited warranty

Exceptions: Titanium Series Defense Handles = 30 Day Warranty / Men's & Women's Alloy 6000 handles = No Warranty

IN-STORE RETURNS: Customers have 30 days from the original retail purchase to return a defective product to the retail location where the item was purchased. After this 30 day period we ask that the customer contact the returns department @ Warrior Sports to obtain an RA directly from us.

On line RA Request Forms - NOW AVAILABLE

Dealers and Customers can now have RA's processed faster using our NEW online RA request forms - log onto the warrior website (www.warriorlacrosse.com) and visit our service center for more information

HEAD WARRANTY

Warrior Lacrosse warrants, to the original customer only, that its heads will be free from defects during normal use for 6 MONTHS from the date of original retail purchase provided: (see 1-4 below)

- (1) the head was purchased from an authorized Warrior Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction; (store receipt, credit card statement, etc.)
- (3) the head has not been gratuitously abused, altered (i.e. pinched), defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Warrior return process listed below.

Warrior, upon receipt and approval of your return, will send you an unstrung head of the same model.

Stringing components are not covered under warranty and must be replaced by the customer.

Intentional alterations to heads such as dying, melting, or bending will void the warranty on all Warrior heads.

Warranty policy covers a one time replacement on the original purchased item only

HANDLE WARRANTY

TITANIUM (ATTACK AND GOALIE LENGTH ONLY), ALL KRYPTOLYTE, AND ALL PLATINUM SERIES HANDLES:

Warrior Lacrosse warrants, to the original customer only, that these handles will be free from defects including severe bends or breakage during normal use for 6 MONTHS from the date of original retail purchase provided: (see 1-4 below)

TITANIUM SERIES DEFENSE HANDLES:

Warrior Lacrosse warrants, to the original customer only, that the Titanium defense handles will be free from defects including severe bends or breakage during normal use for THIRTY (30) DAYS from the date of original retail purchase provided:

- (1) the handle was purchased from an authorized Warrior Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction; (store receipt, credit card statement, etc.)
- (3) the handle has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Warrior return process listed below.

DINGS, DENTS, AND SCRATCHES MAY OCCUR DURING NORMAL USE AND ARE NOT COVERED UNDER WARRANTY.

****MEN'S & WOMEN'S ALUMINIUM 6000 HANDLES ARE NOT COVERED UNDER WARRANTY.****

Warranty policy covers a one time replacement on the original purchased item only

FOOTWEAR WARRANTY

Warrior Lacrosse warrants, to the original customer only, that its footwear will be free from defects during normal use for ONE (1) YEAR from the date of original retail purchase provided: (see 1-5 below)

- (1) the footwear was purchased from an authorized Warrior Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction; (store receipt, credit card statement, etc.)
- (3) the footwear has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Warrior return process listed below.

Warrior, upon receipt and approval of your return, will send you a new pair of footwear (same model)

Warrior DOES NOT WARRANTY footwear that is the wrong size. * Blistering may occur during the break in period and is not covered under the warranty

Warranty policy covers a one time replacement on the original purchased item only

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** CONTINUED

PROTECTIVE EQUIPMENT & BAGS

Warrior Lacrosse warrants, to the original customer only, that its equipment & bags will be free from defects (i.e. stitching, material flaws) during normal use for THIRTY (30) DAYS from the date of original retail purchase provided:

- (1) the item was purchased from an authorized Warrior Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction;
- (3) the item has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Warrior return process listed below.

Normal wear and tear can be expected and is not covered under warranty.

Warranty policy covers a one time replacement on the original purchased item only

HELMET WARRANTY

Warrior Lacrosse warrants, to the original customer only, that its Helmets will be free from defects (i.e. cracks, welding, and other material flaws) during normal use for ONE (1) YEAR from the date of original retail purchase provided:

- (1) the item was purchased from an authorized Warrior Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction;
- (3) the item has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Warrior return process listed below.

Normal wear and tear can be expected and is not covered under warranty.

Warranty policy covers a one time replacement on the original purchased item only

WARRANTY EXCEPTIONS

THE FOLLOWING ITEMS ARE NOT COVERED BY ANY WARRANTY POLICY:

- Promotional items (camp giveaways, raffle items, etc)
- Aluminum 6000 Men's & Women's Handles
- 2.5mm & 3mm Goal Nets
- ALL Mini Sticks / Mini Goals / Mini Accessories

TO MAKE A RETURN

Please follow these steps in order to return defective product for replacement.

Step #1: Locate your receipt and confirm that the product you wish to return is still within its warranty period.

Step #2: Visit our web site at www.warriorlacrosse.com and fill out an online request form, and wait for an email with a authorization number. See the service center link on our website for return information

Step #3: Package the defective product with proof of purchase and write your return authorization number clearly on the outside of the package. **YOU MUST HAVE AN RA # TO MAKE A RETURN WITH WARRIOR SPORTS**

Step #4: Ship the package to:

Warrior Lacrosse
Attn: Returns
32125 Hollingsworth
Warren, MI 48092
RA# - (insert your RA #)

*All Warrior returns are a one time replacment only.

*Customers are responsible for all shipping charges back to Warrior

* Warrior will pay all normal freight charges (UPS ground) to send back the replacement product.