



2014-15 RETURN AUTHORIZATION INFORMATION

Qualification Criteria:

- The product must be within the appropriate warranty period and season.
- Valid proof of purchase from an authorized dealer* **must** be included. Such as an original receipt, invoice, or credit card/bank statement. *Note: EBay purchases from non-Authorized dealers will not be warranted.
WARRANTY IS INVALID WITHOUT A RECEIPT FROM AN AUTHORIZED DEALER-NO EXCEPTIONS

Warranty Period:

We warrant this product to be free from defects in material and workmanship for a specific period from the original issue date to the original purchaser only. Warranty is non-transferable and applies to the original owner only.

Racquetball Racquets: 1-Year (12 months)

Bags, Gloves and Eyewear: 120 days

Please note: We **do not** warrant the product against normal wear and tear, unauthorized modifications or alterations, improper use, improper maintenance, accident, misuse, negligence, damage, or if the product is used for a purpose for which it is not designed. Note: if you notice a defect **immediately** stop use and return for evaluation. Do not continue to play with the racquet as it voids the warranty and also hinders the technician's evaluation and determination. We will not be liable for incidental or consequential damages as those terms are used in the Uniform Commercial Code. This warranty is in lieu of all other warranties, expressed or implied warranties or merchantability and fitness for a particular purpose. Failure is a result of Normal or Excessive Wear and Tear and/or Misuse. The failure has been caused by unreasonable damage to the product.

Warranty Exclusions:

- Equipment was returned without valid proof of purchase
- Break(s) reveal impact marks and exposed graphite with scuff marks
- Equipment is outside of the warranty period
- Warranty Claim was made by someone other than the original buyer (excluding dealer claims)
- Double (Multiple) Breaks are not covered under warranty
- Racquet to Racquet Contact or severe wall impact
- Defect/failure due to improper handling and maintenance
- Storing in extreme temperature area

Please follow these instructions:

- Complete (type in) the form with all the requested information.
Note: No evaluation requests will be processed without a fully complete form and proof of purchase
- Include a copy of the completed Return Authorization Form with proof of purchase inside the box.
- **Include a check in the amount of \$15.00 to Pure 1 Marketing Inc for shipping and handling.**
- Be sure to keep a copy of the form and for future reference.

SHIP TO:

**PRO KENNEX USA
17602 17th St. Suite #102-110Tustin, CA 92780**

Once we receive the racquet(s) and/or item(s) an evaluation will be performed by factory trained technicians for manufacturing defect(s) to determine warranty. We will contact you via email with evaluation results.

Best regards,

PRO KENNEX USA WARRANTY
PH: 800-778-1755
warranty@prokennexusa.com



RETURN AUTHORIZATION FORM

PLEASE ENTER THE REQUESTED INFORMATION, PRINT, SAVE A COPY FOR YOUR FILES AND INCLUDE THE COMPLETED FORM WITH PROOF OF PURCHASE IN YOUR RETURN PACKAGE

NO EVALUATION REQUESTS WILL BE PERFORMED WITHOUT A PROPERLY COMPLETED FORM, PURCHASE INVOICE/RECEIPT AND THE \$15.00 SHIPPING/HANDLING PAYMENT - NO EXCEPTIONS

CUSTOMER INFORMATION

NAME: _____	DATE: _____
ADDRESS: _____	PHONE: _____ FAX: _____
_____	EMAIL: _____
CITY: _____	STATE: _____ ZIP: _____

RETURN ITEM

Please list one return item per line below
Exchanges will be made for 'like' items

If a different item is desired please note
directly below return item

GRIP/ SIZE/ COLOR	QTY	REASON FOR RETURN
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_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please provide information as applicable:

Retail Date of Purchase: _____ Vendor: _____

RETURN ADDRESS: PRO KENNEX USA | 17602 17th St. Suite #102-110| TUSTIN, CA | 92780 | USA