



PICKLEBALL PADDLE LIMITED WARRANTY

Sport Squad, Inc. ("JOOLA") Limited Manufacturer Warranty for USA and CANADA ONLY.

JOOLA warrants the paddles to be free from major defects in workmanship and materials when used for the intended purpose under normal use and conditions FOR A PERIOD OF 6 MONTHS FROM THE DATE OF RECEIPT ON ORIGINAL PURCHASE* in the United States and Canada. Warranty is non-transferable and only valid to the original purchaser. Warranty does not apply to replacement paddles.

What JOOLA Will Cover:

- Registration on www.JOOLAUSA.com is required within 14 days of purchase to be eligible for the warranty policy. This warranty covers all manufacturer defects, missing parts, and workmanship.

If during the Limited Warranty period, any part or component of the product is found to be defective, JOOLA will, at their own discretion:

- Replace the defective part or product with a new part or product (either the same model or of equivalent value).
- If purchased from an authorized retailer, please follow the retailers return/exchange policy prior to reaching out to JOOLA customer service. JOOLA's obligation to replace or exchange the part or product, shall not exceed the amount of the original purchase price of the product. JOOLA is not liable for loss of use of the product, or other consequential or incidental costs, expenses, or damages incurred by the customer.

What is not covered by the warranty?

- Normal wear and tear, damage through improper usage, negligence, acts of nature, or accident (including failure to follow the instructions supplied with the product).
- Fading of graphics.
- Used in commercial applications or rentals.
- Modified or repaired by anyone not authorized by JOOLA.
- Purchasing from a non-authorized JOOLA dealer or purchasing in used condition.
- Not being the original purchaser.

**(If any of the above occurs, please still contact us and we will see what we can do to help you.)*

How to Submit a Warranty Claim:

- Product must be registered prior to filing a warranty claim.
- You must include THE ORIGINAL COPY OF YOUR SALES RECEIPT.
- You must submit a Customer Service Case through our case portal located on www.JOOLAUSA.com/contact-us to notify the company of the nature of the problem.
- Please include your name, address, daytime telephone number, model number of the product, and a description of the problem.
- Customer is responsible for shipping the paddle back to JOOLA to validate the warranty claim.

Paddle Registration:

- If you purchased your paddle directly from the JOOLA website, www.JOOLAUSA.com, you do not have to register your paddle. It was automatically registered at the time of purchase.
- If you purchased your paddle via an JOOLA Authorized Dealer you must visit www.JOOLAUSA.com to register your paddle. Registration is required to have your paddle covered by the limited warranty policy.

*The shipping costs of the replacement part or product will be covered by JOOLA up to 6 months following the date of purchase, after that which the customer is responsible for the shipping fee associated with the replacement part or product. The customer is responsible for the initial shipping cost of product back to JOOLA to validate the warranty claim.