

### **In-store returns:**

Customers have 30 days from the original purchase to return a defective product to the retail location where the item was purchased.

### **Head Warranty:**

Maverik Lacrosse warrants, to original customer only, that its' Heads will be free from defects during normal use for **six (6) months** from the date of original retail purchase. All warranty claims must meet the following criteria below in order to be returned:

1. Item was purchased from an authorized Maverik Lacrosse Dealer;
2. The customer retains proof of purchase from the original transaction;
3. The item has not been abused, altered, defaced, or otherwise negligently damaged; and
4. The return was handled properly according to the Maverik return process listed below:

### **Shaft Warranty:**

Maverik Lacrosse warrants, to original customer only, that its Shafts will be free from defects during normal use for **six (6) months** from the date of original retail purchase. All warranty claims must meet the following criteria below in order to be returned:

*(Dings, dents, and scratches may occur during normal use and are NOT covered under warranty. Warranty policy covers a onetime replacement on the original purchased item only).*

1. Item was purchased from an authorized Maverik Lacrosse Dealer.
2. The customer retains proof of purchase from the original transaction.
3. The item has not been abused, altered, defaced, or otherwise negligently damaged.
4. The return was handled properly according to the Maverik return process listed below:

### **Protective Equipment, Bags and Apparel Warranty:**

Maverik Lacrosse warrants, to the original customer only, that its equipment, bags, apparel will be free from defects (i.e. stitching, material flaws) during normal use for THIRTY (30) DAYS from the original retail purchase provided: Normal wear and tear can be expected and is not covered under warranty. Warranty policy covers a onetime replacement of the original purchased item only.

1. Item was purchased from an authorized Maverik Lacrosse Dealer.
2. The customer retains proof of purchase from the original transaction.
3. The item has not been abused, altered, defaced, or otherwise negligently damaged.
4. The return was handled properly according to the Maverik return process listed below in this policy.

### **Warranty Exceptions:**

The following items are not covered under warranty:

- Maverik Bazooka and Maverik Beast shafts.
- Promotional items (camp giveaways, raffle items, etc.)

\* Customers are responsible for all shipping charges back to Maverik Lacrosse.

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

**To Make a Return:**

Please note: You **MUST** have a return authorization (RA number) before sending the defective product.

To obtain your RA number, please email [customerservice@maveriklacrosse.com](mailto:customerservice@maveriklacrosse.com) OR phone 1-800-537-1702.

Once you have the RA number, please follow the proper steps and procedures below:

1. Include a copy of receipt of purchase with RA# written on it.
2. Include your shipping & contact information if not already allocated on your receipt,
3. Send package to::

Maverik Lacrosse  
Attn: Warranty (RA # \_\_\_\_\_)  
4697 Crossroads Pk Dr  
Liverpool, NY 13088

If there are any problems with your request we at Maverik Lacrosse will call or send you an email.

**Backordered Items:**

Due to the high demand of several Maverik products, we cannot maintain stock of certain items. Our commitment to you is that we'll do our best keeping the shelves stocked and work overtime to ship backordered items as quickly as possible. All backorders are considered valid and will be shipped, as the merchandise becomes available, unless written notice is received by Maverik. Notice must be given in WRITING thirty (30) days in prior to shipment. Thank you for your patience and support of Maverik. Please call Customer Service if you have additional questions and good luck this season.

\* **Notice:** The material in this price book is confidential and is intended use by Maverik Dealers and their employees. Possession of this price book does not constitute an offer to sell Maverik merchandise. **We reserve the right to reject and cancel any or all orders.** Dealers should contact Maverik for current prices and availability before submitting orders. Maverik reserves the right to ship alternate colors unless otherwise specified.