

# **RONBUS** WARRANTY FORM

Ronbus offers a 180-day (6-month) warranty for products that are defective due to defects in manufacturing and/or workmanship.

- Customer must have an account on Ronbus.com.
- Proof of purchase from an authorized Ronbus distributor is required for paddles purchased outside of Ronbus.com
- Warranty is non-transferable and only valid to the original purchaser.
- Paddle must have been in new condition at the time of purchase.
- This warranty is valid only to products shipped to the US. Other customers should contact your Ronbus distributor for warranty claims.
- Defective products will not be refunded. They will be replaced with an equivalent paddle or a replacement part.
- Damage caused by abuse, neglect or accidents is not eligible for warranty.
- Damage caused by the paddle hitting anything other than the ball is not eligible for warranty, including the net, fencing, ground or other paddles.
- Damage to the edge guard caused from the paddle scraping the ground during normal play is not covered under warranty.
- Wear and tear on the paddle is not covered under warranty. This includes, but is not limited to, worn grips, ball marks on the paddle face and decreased spin with use.
- Ronbus exercises the full right to judge and determine whether a paddle is covered by our warranty and whether to replace it.
- Customer may be responsible for shipping charges to send the paddle back for evaluation.
- A completed warranty form must accompany your paddle.

**Mail your returns to: Ronbus Corporation, Attn: Returns, 1240 Grape Rough Rd Oneida, TN 37841**

NAME ON ORDER \_\_\_\_\_

ORDER NUMBER \_\_\_\_\_ ORDER DATE \_\_\_\_\_

PADDLE SERIAL NUMBER \_\_\_\_\_

SHIPPING ADDRESS \_\_\_\_\_

EMAIL \_\_\_\_\_

PRODUCT \_\_\_\_\_

Check here if product was defective upon arrival. (If not, please complete below section.)

CAUSE OF DAMAGE / REASON FOR WARRANTY RETURN:

\_\_\_\_\_  
\_\_\_\_\_

- Requesting:
- Equal Replacement Product after evaluation
  - Returning damaged product. Replacement paddle already received.
  - Other \_\_\_\_\_ (upon approval)

I certify that I am the original purchaser of this paddle and it was purchased in new condition. All information contained on this form is correct. The paddle has only been used as designed for playing the game of pickleball. The damage was not caused by abuse to the paddle such as throwing it, striking it against a solid object or scraping it against the ground during play.

\_\_\_\_\_  
Customer Signature

Please include this completed sheet, along with a proof of purchase, with your return. Notifications regarding your return will be sent via email. Thank you.