

Replacement_Info

In order to warranty any defective balls please follow the directions below:

Warranty Process:

Fill out replacement form entirely - You must send it as an excel document

1) include the order# and/or original sales receipt.

Take the bad ball and place a number next to the bad area with permanent marker. Take a picture of the ball, with the number visible, and attach it to the email with the bad ball replacement form.

Should you happen to have more than one bad ball, place a number on each ball next to the bad ball area with permanent marker (make sure the numbers are consecutive for the number of balls). Take a picture of each of the individual balls and attach the pictures to the email with the bad ball replacement forms. Then take a group picture of all of the balls together and also attach that picture to the email.

Most of the time, the pictures of each of the balls and a group picture of the balls, are sufficient enough for the Quality Control Department to approve the replacement.

Should the Quality Control Department require a more in depth examination than what the picture(s) provide(s), you may be asked to send the damaged ball(s) to our warehouse.

Warranty Policy

Our warranty Policy is as follows - filled balls both TCB 8.2 and TCB 7.4 cm balls are covered for 6 months. Balls after 90 days will require you to pay for shipping on returns.

HOLE Balls are covered for 1 year and must be broke to unusable condition for warranty to apply. Balls after 6 months will require you to pay for shipping on returns. Small cracks are not covered under warranty. We will only cover what is returned to us regardless of conditions.