

## 2008-2009 BRINE LACROSSE WARRANTY POLICY

### CHANGES TO THE WARRANTY POLICY

**BRINE WARRANTY PERIOD FOR ALL HEADS AND HANDLES HAS CHANGED:**

**NEW HEAD WARRANTY - All Men's and Women's Lacrosse Heads: 6 month limited warranty**

**NEW HANDLE WARRANTY - Men's & Women's Handles: 6 month limited warranty**

**Exceptions: Titanium Series Defense Handles = 30 Day Warranty / Men's & Women's Alloy 6000 handles = No Warranty**

**On line RA Request Forms - NOW AVAILABLE**

Dealers and Customers can now have RA's processed faster using our NEW online RA request forms - log onto the Brine website ([www.brine.com](http://www.brine.com)) and visit our warranty center for more information

### HEAD WARRANTY

Brine Lacrosse warrants, to the original customer only, that its heads will be free from defects during normal use for 6 MONTHS from the date of original retail purchase provided: (see 1-4 below)

- (1) the head was purchased from an authorized Brine Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction; (store receipt, credit card statement, etc.)
- (3) the head has not been gratuitously abused, altered (i.e. pinched), defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Brine return process listed below.

Brine, upon receipt and approval of your return, will send you an unstrung head of the same model.

Stringing components are not covered under warranty and must be replaced by the customer.

Intentional alterations to heads such as dying, melting, or bending will void the warranty on all Brine heads.

Warranty policy covers a one time replacement on the original purchased item only

### HANDLE WARRANTY

Brine Lacrosse warrants, to the original customer only, that these handles will be free from defects including severe bends or breakage during normal use for 6 MONTHS from the date of original retail purchase provided: (see 1-4 below)

**TITANIUM SERIES DEFENSE HANDLES:**

Brine Lacrosse warrants, to the original customer only, that the Titanium defense handles will be free from defects including severe bends or breakage during normal use for THIRTY (30) DAYS from the date of original retail purchase provided:

- (1) the handle was purchased from an authorized Brine Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction; (store receipt, credit card statement, etc.)
- (3) the handle has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Brine return process listed below.

**DINGS, DENTS, AND SCRATCHES MAY OCCUR DURING NORMAL USE AND ARE NOT COVERED UNDER WARRANTY.**

**\*\*MEN'S & WOMEN'S ALUMINIUM 6000 HANDLES ARE NOT COVERED UNDER WARRANTY.\*\***

**\*\*Cutting a composite shaft voids the warranty.\*\***

Warranty policy covers a one time replacement on the original purchased item only

### FOOTWEAR WARRANTY

Brine Lacrosse warrants, to the original customer only, that its footwear will be free from defects during normal use for ONE (1) YEAR from the date of original retail purchase provided: (see 1-5 below)

- (1) the footwear was purchased from an authorized Brine Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction; (store receipt, credit card statement, etc.)
- (3) the footwear has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Brine return process listed below.

Brine, upon receipt and approval of your return, will send you a new pair of footwear (same model)

Brine **DOES NOT** WARRANTY footwear that is the wrong size. \* Blistering may occur during the break in period and is not covered under the warranty

Warranty policy covers a one time replacement on the original purchased item only

## 2008-2009 BRINE LACROSSE WARRANTY POLICY

**\*\* CONTINUED**

### PROTECTIVE EQUIPMENT & BAGS

Brine Lacrosse warrants, to the original customer only, that its equipment & bags will be free from defects (i.e. stitching, material flaws) during normal use for THIRTY (30) DAYS from the date of original retail purchase provided:

- (1) the item was purchased from an authorized Brine Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction;
- (3) the item has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Brine return process listed below.

Normal wear and tear can be expected and is not covered under warranty.

Warranty policy covers a one time replacement on the original purchased item only

### HELMET & GOGGLE WARRANTY

Brine Lacrosse warrants, to the original customer only, that its Helmets will be free from defects (i.e. cracks, welding, and other material flaws) during normal use for ONE (1) YEAR from the date of original retail purchase provided:

- (1) the item was purchased from an authorized Brine Lacrosse dealer;
- (2) the customer retains proof of purchase from the original transaction;
- (3) the item has not been gratuitously abused, altered, defaced, or otherwise negligently damaged; and
- (4) the return was handled properly according to the Brine return process listed below.

Normal wear and tear can be expected and is not covered under warranty.

Warranty policy covers a one time replacement on the original purchased item only

### ITC PRODUCTS

Brine warrants, that all GOALS, LAXWALLS, 6MM nets, 4MM nets, & BACKSTOPS will be free from defects dueing normal use for 90 DAYS

\*Any products not specifically listed above are not covered under warranty\*

### WARRANTY EXCEPTIONS

THE FOLLOWING ITEMS ARE NOT COVERED BY ANY WARRANTY POLICY:

- Promotional items (camp giveaways, raffle items, etc)
- Aluminum 6000 Men's & Women's Handles
- 2.5mm Goal Nets
- ALL Mini Sticks / Mini Goals / Mini Accessories

### TO MAKE A RETURN

Please follow these steps in order to return defective product for replacement.

Step #1: Locate your receipt and confirm that the product you wish to return is still within its warranty period.

Step #2: Visit our web site at [www.brine.com](http://www.brine.com) and fill out an online request form, and wait for an email with a authorization number. See the service center link on our website for return information

Step #3: Package the defective product with proof of purchase and write your return authorization number clearly on the outside of the package. **YOU MUST HAVE AN RA # TO MAKE A RETURN WITH BRINE SPORTS**

Step #4: Ship the package to:  
Brine Lacrosse  
Attn: Returns  
32125 Hollingsworth  
Warren, MI 48092  
RA# - (insert your RA #)

\*Customers are responsible for all shipping charges back to Brine

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

\* Accounts should contact Brine returns department via email at [returns@brine.com](mailto:returns@brine.com) for an RA#