

## Manufacturer Warranties

As an authorized retailer for every major golf manufacturer, Miles of Golf can process warranty claims. Each manufacturer has its own established parameters for its warranties. Please refer to their website for details. Warranty windows vary by manufacturer and product. The one thing that they all have in common is that warranty time periods start at the date of purchase. In order to process your claim in a timely manner, a purchase receipt is required. If you purchased your product from Miles of Golf but do not have your receipt, we can try to look up your original purchase. If you do not have a receipt and purchased from a different retailer, we would suggest that you return to that retailer to have them locate a receipt and/or process your claim. Below are some frequently asked questions regarding warranty repairs:

- Q: What do manufacturers cover under warranty?
- A: Generally, manufacturers warrant that their products are free from defects in materials and workmanship during normal and customary use for a certain period of time after the original purchase date as long as certain requirements are met. 1) The product must have been purchased new 2) It must be the original owner, 3) The product was purchased from an authorized retailer and 4) The product has not been abused, altered or misused inappropriately. These are reasons why a receipt is required.
  
- Q: How long does it take to process a warranty claim?
- A: Generally, it takes 3-4 weeks to fully repair or replace your claim and return it to you. This is dependent on product availability and time of year.
  
- Q: I purchased my club used, is it still covered under warranty?
- A: Manufacturer warranties only exist for the original buyer of new equipment. There is no manufacturer warranty on used equipment. If you purchased your equipment from Miles of Golf, we extend our own warranty against defect and will repair or replace your product within 6 months from your purchase date.
  
- Q: My driver has a cosmetic mark caused by hitting a ball on top of the club.
- A: Manufacturer warranties only cover defect in materials or workmanship during normal and customary use. Generally, because the product is not meant to be hit there, that is not covered by manufacturer warranty. It is at the discretion of the manufacturer whether that will be covered.
  
- Q: I have already replaced my shoes once under the waterproof warranty and the replacements are now leaking. Are they covered under warranty?
- A: Maybe. As long as they are under the time period of the warranty from the original purchase they may be covered. If the original purchase was older than the original warranty then there would be no warranty available for that product. The original receipt will be required to process this request.
  
- Q: I had my driver re-shafted, is the head still covered under warranty.
- A: Usually yes, unless the modification itself caused the damage or if the modification was not done properly. If the modification was not done professionally it is unlikely that it will be covered under warranty.
  
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- Q: Are there any costs for warranty repair?
- A: There is always a cost incurred by Miles of Golf to process your claim. As such, we charge a nominal \$15 fee to cover our expense. Otherwise, as long as your claim is covered under the warranty there should be no cost. Should the product be deemed out of warranty by the manufacturer, they may give you a repair option at a reasonable cost. We will inform you of this before any additional work is done.