



MAVERIK LACROSSE
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MAVERIKLACROSSE.COM

2010-2011 Maverik Warranty Policy:

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 shafts listed (**) below will carry a 1 year (12 month) warranty from the date of purchase. Maverik shafts listed (***) below will carry a 6 month warranty from the date of 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 one time 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; and
4. the return was handled properly according to the Maverik return process listed below:

** Maverik Wonder Boy

** Maverik Phenix

** Maverik Titanium

** Maverik H2

***Maverik Se7en

***Maverik Bull

***Maverik Gravity

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 one time 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; and
4. the return was handled properly according to the Maverik return process listed below:

Warranty Exceptions:

The following items are not covered under warranty:

Promotional items (camp giveaways, raffle items, etc.)

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

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

To Make a Return:

- Once we receive your return authorization request, we will evaluate your request.
- If it meets the requirement of our policy we will then send you a return authorization number - RA number within 5 business days.
- Please note: You **MUST** have a return authorization (RA number) before sending the defective product.
- Once you have the RA number please follow the proper steps and procedures below.
 - 1) Write the return authorization number on the proof of purchase and place it inside the box with the product.
 - 2) Send it to:

Maverik Lacrosse, LLC
Attn: Return (RA # _____)
535 W 24th St. 5th Floor
New York NY 10011-1140

- If there are any problems with your request we at Maverik Lacrosse will call or send you an email.
- If you are having problems filling out the return authorization form, please feel free to call Maverik Lacrosse customer service at 516-213-3050 or email us at info@maveriklacrosse.com
- Be sure to clearly print the return authorization number on the outside of the package.

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.