



## RETURN AUTHORIZATION INFORMATION

### Warranty Policy:

All paddles have a 1 Year Warranty against manufacturer defects and workmanship of the paddle.

But as with anything, there are wear and tear components: The edge guard is a protective barrier that adds perimeter weighting (but from normal use will get scraped and eventually loosen from repeated contact with the ground) and need to be replaced. The grip is another item that over time, again depending on how often you play may need replacement.

These latter points are considered wear & tear. Not a manufacturer's defect.

Feel free to contact us with any questions or concerns.

- All paddles have a 1 Year Warranty against manufacturer defects and workmanship of the paddle.
- The warranty is non-transferable and only valid to the original purchaser.
- Proof of purchase is required (bank & credit card statements can be used).

ProKennex may exercise the right to judge and determine whether a paddle is covered by our warranty and whether to replace it.

### What is not covered by the warranty?

Please note: If any of the below occurs, please still contact us and we will see what we can do to take care of you.

- Normal wear and tear, abuse and negligence.
- Any modifications made to the paddle after purchasing.
- Fading of graphics.
- Hitting other objects (other than the pickleball) such as the ground or other paddles (this can weaken the paddle or loosen the trim).
- Not being the original purchaser.
- Buying from a non-authorized ProKennex dealer.

### SHIP TO:

**PRO KENNEX USA**  
**17602 17th St. Suite #102-110 Tustin, CA 92780**

Once we receive the paddle and/or item(s) an evaluation will be performed by factory trained technicians for manufacturing defects to determine warranty. We will contact you via email with evaluation results.

Best regards,

PRO KENNEX USA WARRANTY  
PH: 800-778-1755  
[warranty@prokennexusa.com](mailto:warranty@prokennexusa.com)



## RETURN AUTHORIZATION FORM

PLEASE ENTER THE REQUESTED INFORMATION, PRINT, SAVE A COPY FOR YOUR FILES AND INCLUDE THE COMPLETED FORM WITH PROOF OF PURCHASE IN YOUR RETURN PACKAGE

**NO EVALUATION REQUESTS WILL BE PERFORMED WITHOUT A PROPERLY COMPLETED FORM**

### CUSTOMER INFORMATION

NAME: _____	DATE: _____
ADDRESS: _____	PHONE: _____ FAX: _____
_____	EMAIL: _____
CITY: _____	STATE: _____ ZIP: _____

RETURN ITEM	GRIP/ SIZE/ COLOR	QTY	REASON FOR RETURN
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Please provide information as applicable:**

Retail Date of Purchase: \_\_\_\_\_ Vendor: \_\_\_\_\_

**RETURN ADDRESS:** PRO KENNEX USA 17602 17th St. Suite #102-110 TUSTIN, CA 92780 USA