

CROWN HOCKEY STICK WARRANTY CLAIM DOCUMENT

This document was completed by:

Name:

Address:

Contact Email:

Contact Telephone number:

Initials or Signature: _____



Due to the nature of Crown hockey we are at the forefront of technology and material science, the majority of Crown's materials are taken directly from the F1, automotive and aerospace supply chain. As a result of this any unexplained damages are taken extremely seriously, if there are potential material defects or errors it is likely that these errors will have a wider implications on other industries. Suppliers and other users of the materials will be notified and diligent testing procedures will be implemented.

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Before completing this document please read the Crown warranty points, copied from the legal page on our website, below to ensure that the stick is damaged in a way that we would not expect to occur through normal conditions, meaning that further analysis into the materials and manufacturing process needs to occur:

6.2) The Crown Hockey Stick and Shadow Series hockey stick come with a twelve (12) month warranty, the Neon hockey stick comes with six (6) month warranty, from date of purchase. Proof of purchase must be presented via email or physical proof posted to Crown.

6.3)The Crown Hockey Stick warranty covers only covers materials and manufacturing defects. Relating to this warranty; the customer cannot expect a legal remedy of the product in respect of:

a. Fair wear and tear by consumer, which would include:

- The head wearing down due to use on abrasive pitches / playing surfaces, such as sand based artificial turf.
- Minor surface cracks and chips
- Damage to outer layer, aesthetics and decals through normal play

b. Customer Misuse or accidental damage:

- Any damage caused as a direct result of a stick against stick collisions
- Any damage caused as a direct result of collisions with pitch/turf-side objects such as, but not limited to: goal posts, fencing, railings, concrete, seating etc.
- Any damage caused as a result of striking the ball with an area of the stick that is not used to hit the ball within general hockey play. For example the reverse of the stick or handle.
- Damage caused through non-standard hockey playing surfaces, such as but not limited to concrete, natural grass, 3G pitches or “home-made” pitches due to the unpredictable nature of these surfaces.

6.4) Crown will only consider replacing sticks, under warranty, that have been damaged severely enough that the stick can no longer be played with. This also includes usability in trainings and non-intense match play.

6.5)Accessories items to the Crown stick, such as the end cap and grip, are not classed as the Crown stick themselves, therefore are not covered by the warranty.

6.6)If a customer chooses to ask for a refund instead of a replacement, if a successful warranty claim has been made, then the customer shall be refunded accordingly.

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6.7) As the consumer will have enjoyed some benefit from the goods before the problem appeared. This needs to be taken into account before a reasonable partial refund can be assessed. In the case of hockey sticks where their expected life is one season (12 months), any refund offered would take into account the age of the stick based on their expected life and an appropriate percentage refund will be given.

6.8) If a replacement hockey stick is delivered following a warranty claim, this replacement has warranty up to twelve (12) months, or six (6) months for Neon sticks, from the date of purchase of the initial order.

Please Tick the following box to confirm that you have read the above and have a valid warranty claim, confirming that the damage is not as a result of an accident, misuse, stick on stick collisions, fair wear and tear and is currently damaged enough to not be playable with, and is within the warranty period:

Yes I confirm

Date damage noticed (DD/MM/YY):

Date that crown hockey was notified of damage:

Please describe the damage in as much detail as possible:

Please consider topics such as, but not limited to... location of damage, multiple or single points of damage, chip/crack/multiple pieces, and depth of damage....

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Please describe the event that cause the damage in as much detail as possible:

Please consider topics such as, but not limited to... temperature, pitch conditions, weather, other players, match situation, impacts.....

Please describe the level of play that the stick has endured in as much detail as possible:

Please consider topics such as, but not limited to... the amount or training sessions and matches, the level of matches, has the stick not been used for long periods of time, do you lean it to other players.....

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Please include any extra points that you feel may be of interest to our analysis:

Please write down any events that may have occurred with your stick, or moments when you stick could have been subject to something out of the ordinary...please also write down any points that you feel could be at all relevant, no matter how mundane they may seem...

CONFIDENTIAL

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By signing this document you confirm that all information given is correct to the best of your knowledge and you agree to the fact that this document and your statements are allowed to be used within any possible legal proceeding that may occur between other relevant third parties.

Please ensure that you can signed or initialled each page of this document.

This Agreement constitutes the entire understanding between the Parties hereto with respect to the detail of a damaged Crown stick and supersedes all previous communications, whether written or oral, relating to its subject matter, this is the concussive document.

Please sign within the box below:

Signed for and on behalf of:

Printed Name:

Date: _____

Please send this two physical copies of this document as well as the stick in question back to:

CROWN HOCKEY LTD
Faircross Offices,
Stratfield Saye,
Reading,
RG7 2BT

Initials or Signature: _____

