

## **GoCaddy Golf, Inc. P r i c i n g & Policies**

Prices are subject to change without notice. All orders are accepted based on prices and terms prevailing at the time of order.

### Ordering

- On the web: [www.gocaddygolf.com](http://www.gocaddygolf.com)
- By phone: Our customer Service lines are open from 9:00am-5:00pm (CT) Mon-Fri.
- Our Toll-Free number is 800-440-5280.

### Terms of Payment

- Credit Card: VISA, MasterCard, American Express or Discover

### Pricing

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### Product Warranty

Returns are not allowed for CUSTOM ASSEMBLED clubs except as covered by our warranty policy. No refunds, No returns, No Exceptions.

- Our Risk Free Guarantee states that if for any reason you are not completely satisfied with your STOCK golf clubs, you can RETURN OR EXCHANGE these clubs within 30 days of the date of delivery for FULL CREDIT minus S/H, no questions asked. A GoCaddy Golf representative must authorize all returns. For authorization please call (800) 440-5280. At the time of authorization you will be issued a Return Authorization Number. This number must accompany your return. When returning any item, please include in the package: your name, address, phone number and the Return Authorization Number. Customers are responsible for the cost of shipping merchandise back to GoCaddy Golf. The only exception to this is if the warehouse incorrectly picked the order. GoCaddy Golf will pay for return shipping to customers on items that were not filled correctly. Components returned that have not been used are subject to a 20 percent restocking fee, unless the item was sent to a customer in error. Custom club orders, where the clubs are built to non-standard specifications, are excluded from this offer.

- Any club altered from the original manufacturers specifications voids this offer.

- GoCaddy Golf Inc. warrants all club heads to be free from defects in material and workmanship under normal use for a period of one year from the date of purchase. The warranty covers only defective merchandise or products that are out of specification. A credit will be issued for products covered under the warranty upon return of the defective merchandise. Returns due to improper assembly or installation will not be credited. Any modifications or alterations to any GoCaddy Golf Inc. product will void the warranty. GoCaddy Golf Inc.'s responsibility is limited only to the value of the defective products.

- We pride ourselves on our craftsmanship and quality of our custom built golf clubs. Your satisfaction is our guarantee. We offer this simple, straight forward guarantee. We will replace any defective golf shaft that is damaged in the normal use of play. All of our steel and graphite shafts come with a One Year Warranty. Some manufactures offer a lifetime warranty on their shafts. GoCaddy Golf will handle the warranty during the first year. After that period, the shaft will need to be returned directly to the manufacturer. Grips are not covered under warranty.

- We will repair or replace any defective golf head or shaft that breaks during normal use of play for a period of 1 year. Labor is covered during the 1<sup>st</sup> year.

- Component heads, shafts, and grips are subject to a 14 day return on unused and undamaged components only. Returns of unused components will result in a 20% restocking fee.

- Any dents on the top, bottom or sides of club will be considered abuse. All club heads over 300cc are very thin in the body of the club to keep the weight down. Be careful, NOT to slam them against the ground, they will dent. Please use a headcover as heads will also dent from other clubs hitting them in the bag.

- Bending of hosels will nullify our product guarantee. Any driver that dents due to a ball being struck outside the face will not be covered by warranty. Dents on the sole or on top of the club are not covered. Normal wear from play is not covered.

- Any shaft broken 2 inches or more above the hosel will be classified as an abused club.

- Clubs that have had repairs not made by GoCaddy Golf, Inc. voids the warranty.
- Used components cannot be returned.
- Freight is not covered under the warranty.
- Long Drive Shaft Limitation: Due to the extreme nature of the use of long drive shafts (all shafts over 47"), warranty replacements for these shafts are only available where the breakage was solely due to defects in the workmanship of the material used to manufacture the shaft, which will be determined in the sole and absolute discretion of the manufacturer. If warranty is issued the shaft will be replaced one time at 25% of purchase price. This is the limitation imposed by the manufacturer.
- Extensions: The maximum additional recommended length is 1 inch. Any length requested longer than the recommended length is not covered under warranty.

## Shortages, Damaged Goods and Returns

- All items are carefully counted and checked before shipping. Please inspect your shipment upon arrival. All shipments with major visible damage should be refused. If there are any damaged items or shortages, please keep all boxes and packing materials and notify GoCaddy Golf Inc. and the carrier immediately. All claims must include your Customer Number and the original or a copy of the invoice. Claims must be made within 10 days of receipt of the order.
- A Return Authorization Number for items to be returned must be issued by our Customer Service Department (800-440-5280) before any return shipment will be accepted by GoCaddy Golf Inc. All returns must include the original or a copy of the original invoice and must be shipped prepaid at the customers expense. Shipping charges are not refundable. Shipping charges are not covered under warranty.

The following products may NOT be returned:

1. Used merchandise.
2. Special orders.
3. Custom golf clubs.
4. Personalized items.

## Back Orders

- Back orders will be accepted at customers request and will be shipped as quickly as possible, in the order that they are received. Back orders for items not due within 30 days will not be accepted. GoCaddy Golf Inc. cannot guarantee that all items on back order will be filled.

## Shipping Policy and Rates

Most items listed on our price list are carried in stock and will be shipped as soon as possible after we receive your order. All sale and closeout merchandise is sold on a first-come first-served basis. Please supply a street address (no P.O. Boxes) for your shipping address.

Shipments are by USPS Priority Mail or UPS Ground.

## Security

GoCaddy Golf takes seriously the issue of security. Each time you send your credit card number and billing and shipping information, we use the industry-standard Secure Sockets Layer (SSL) technology to prevent the information from being intercepted. You should also know that we do not store your credit card or ordering information online. This strategy, combined with SSL provides you with the highest level of security. We do not exchange, sell, or share your personal information with anyone! Period.