# A PLEASE READ THIS ENTIRE FORM CAREFULLY BEFORE SUBMITTING A WARRANTY CLAIM.

Failure to follow the instructions or meet all requirements may result in **delays** or **denial** of your warranty request.

Cus	tomer Name:
Cu	stomer Phone:
Cu	stomer Email:
Sto	re Name / Address (Where Racket Was Purchased):
Date	e Purchased:
Pro	of of Purchase Attached (Required): YES □ / NO □
An	PROOF OF PURCHASE IS REQUIRED FOR WARRANTY PROCESSING y racket submitted without clear and verifiable proof of purchase will not be processed untialid receipt is provided.
	<ul> <li>Receipts must show the date of purchase and name of the authorized retailer.</li> </ul>
	Handwritten receipts may not be accepted.
	<ul> <li>Screenshots or digital receipts from authorized retailers are acceptable.</li> </ul>
RACK	ET DETAILS
Mod	del:
	ight:



# VICTOR NORTH AMERICA WARRANTY INTAKE FORM

<b>◯</b> BF	REAKAGE REPORT
	How Did the Racket Break?
	Name of Store That Last Strung the Racket:
	Contact Info for Stringing Store (Phone/Email):

#### IMPORTANT WARRANTY NOTICE

Warranty coverage only applies to **manufacturing defects**.

Any racket showing visible trauma, impact marks, or evidence of collision with the floor, another racket, or other objects **will not be covered**.

Even if the break appears delayed, prior collision can compromise the integrity of the graphite frame and cause structural failure later — this is **not** a manufacturing defect and **will not be approved for replacement**.

If any collision-related damage is observed, the claim will be rejected.

In order for a warranty replacement to be confirmed, it must be clearly proven that the racket broke solely due to a manufacturer's defect, with no signs that other factors (such as stringing error, impact, or user damage) contributed to the breakage.

### **P** STRINGING POLICY

The Victor North America warranty **does not cover** string breakage or **any costs associated with stringing labour**, regardless of when or where the racket was strung.

If your claim is approved, only the **racket frame will be replaced** — **not** the string, labour, or service fees.



# VICTOR NORTH AMERICA WARRANTY INTAKE FORM

## **SHIPPING INSTRUCTIONS**

#### **✓** To Submit a Warranty Claim:

- 1 Leave the strings in the racket.
- 2. Fill out this form completely.
- 3. Attach a valid proof of purchase.
- 4. Send only rackets purchased through authorized retailers in our region.

### Shipping Address:

Victor Rackets North America ATTN: WARRANTY Suite #140 - 12851 Clarke Place Richmond, BC V6V 2H9 Canada

#### **IMPORTANT — U.S. CUSTOMERS ONLY**

- You must ship using USPS only.
- **DO NOT** use FedEx, UPS, DHL, or any courier other than USPS.
- DO NOT declare any value on customs forms the racket is broken and not usable.
- If any duty or customs charges are incurred, your package will be marked RTS (Return to Sender).

### NON-RETURNABLE ITEMS

⚠ Do not include any accessories or items you wish to keep.

Any extras sent with the racket — including:

- Covers or bags
- Strings or packaging
- Grips, tags, or notes

...will be **disposed of** and **not returned** once the warranty process is complete.



# VICTOR NORTH AMERICA WARRANTY INTAKE FORM

#### **▼ WARRANTY TIMELINE & REVIEW ORDER**

#### Please note:

There is **no guaranteed timeline** for when a warranty verdict will be issued.

All claims are processed in the **order they are received**, and response times may

vary depending on volume and complexity.

We appreciate your patience while our team conducts a thorough review of each claim.

### TINAL DECISION POLICY

Once Victor North America's warranty department issues a final verdict, **that decision is final** and binding.

- There will be no further negotiation or appeal.
- Submitting a racket does **not guarantee** that the warranty will be approved or covered.
- Claims not meeting the criteria or lacking documentation will be rejected.