

## **Warranty Terms: REV. 12-16-19 CE**

### **Limited Warranty:**

- 1. All items purchased directly from The Club Nut LLC are subject to the manufacturer's warranty associated with the OEM item. There is no implied warranty of products outside of the manufacturer's supplied warranties and The Club Nut LLC is not responsible for replacing any damaged item that is refused by the original equipment manufacturers. Warranties extend only to the original purchasing party and are non-transferrable unless otherwise stated by manufacturer. There is no warranty or implied warranty for normal wear and tear on any item.*
- 2. To receive any warranty service, the item must be accompanied by the original sale receipt.*
- 3. All in-house, custom built clubs carry a lifetime loft/lie adjustment warranty (irons and wedges) against changes to the original specs only through the course of normal use in addition to the universal 1 year workmanship warranty which covers physical assembly practices. The Club Nut LLC retains the right to refuse warranty service to clubs that appear purposefully bent, manipulated, have had specs changed through custom work outside of The Club Nut LLC, or show signs of neglect.*
- 4. In the event of a warranty situation, it is The Club Nut LLC's sole discretion to re-use components unrelated to the failed item whenever possible OR to replace with new components. This includes but is not limited to: Grips, non-factory Ferrules, & Adapter Sleeves. Custom paint and applications are not covered under any warranty, and limited-edition items will be addressed solely via manufacturer's decision and/or availability.*

### **Trade-in terms:**

*Trade-ins of equipment or clubs will use the PGA Value Guide ([valueguide.pga.com](http://valueguide.pga.com)) for fair trade-in value in all cases. Items need to be shipped/dropped off and inspected before a determination of condition and price is offered and considered valid. If a product is not listed on the PGA Value Guide and conforms to the program description below, it is eligible for The Club Nut Normalized Trade-in Value program towards the purchase of another item from The Club Nut LLC.*

*Normalized Trade-in Value (NTV) is calculated on the price of a select new item purchased directly from The Club Nut LLC - that is not listed on the PGA Value Guide - such as components and boutique equipment. NTV is applied to the next purchase of an item and is not meant to describe a cash value offer and is not valid at any location other than The Club Nut LLC.*

*For an item to be subject to the NTV, it must be as follows:*

- 1. Only New purchased items and used items previously NTV certified are eligible for the NTV program. Items must be certified and enrolled at the time of initial purchase.*
  - a. Golf balls, Tees, Wedges, Grips, Clubcrowns, Shaftwraps, and other items generally deemed "consumable" within a year - such as clothing, spikes, and gloves - are not eligible for the NTV program and will not be certified.*
  - b. Components for assembly elsewhere are not eligible for the NTV program. All components must be assembled at The Club Nut LLC to qualify and be certified.*
  - c. Any product not specifically certified for the NTV at the time of purchase is not covered. NTV is not implied on any item. If you have questions regarding NTV certification, please contact The Club Nut LLC before purchase.*
- 2. Items traded in should be in the originally configured condition and in working order.*
  - a. Item must be in good working order with no physical damage that would affect performance or use.*
    - i. Dents and cracks in club heads are not permitted and will void NTV agreement. Please see the product manufacturer's warranty or contact The Club Nut LLC for these issues before trading in.*
    - ii. Wear through normal use is exempt. Excessive wear, signs of misuse, neglect, abuse, or custom paint jobs may void NTV.*

(2 Cont.)

- b. *Items that have been manipulated or modified outside of The Club Nut are not eligible for NTV even if they are returned to the original configuration before trade-in. Sub items in this category (b) are acceptable changes outside of The Club Nut LLC.*
  - i. *Re-gripping is a permissible modification, but excessive damage caused by the process of cutting grips MAY be grounds for dismissal of NTV eligibility at the discretion of The Club Nut LLC.*
  - ii. *Loft and lie changes are permitted. Breakage during bending process for irons or wedges is not covered under OEM warranty or The Club Nut limited warranty. Loft and/or Lie change outside of The Club Nut LLC will void items covered in section 3 of the Limited Warranty above.*
  - iii. *“Temporary” swing weighting modifications such as lead tape, or interchangeable weights are permissible modifications. Hot Melt performed outside The Club Nut LLC and without a change order (category C) will void the NTV.*
- c. *Items that have been modified at The Club Nut need to be accompanied by the change order as well as original receipt, and match transaction records for that item. Items that bear different bar-codes, product ID, or any other identifying marks listed on the accompanying paperwork will not be honored.*
- d. *In the event of a factory warranty on a failed item, the trade in time does not reset and is calculated from original purchase date. Replacements for covered items should go through The Club Nut LLC in order to be documented and continue coverage. Items replaced through other vendors and not logged will forfeit NTV coverage, regardless of documentation through outside avenues.*

3. *Timeline and scope of coverage:*

- a. *From purchase date to the last day of month six (6), guaranteed trade in value is 45% of the original purchase price – less taxes and shipping costs – if the product meets the guidelines for NTV.*
- b. *From the first day of month seven (7) to the day before calendar anniversary of purchase, NTV is 25% of original purchase price – less taxes and shipping costs – if the product meets guidelines for NTV.*
- c. *After one full year and for the duration of ownership and conformity to the program, the NTV will be 15%.*

**NTV TRADE EXAMPLE:** *A shaft, adapter, and grip are purchased on January 1<sup>st</sup> 2020; assembled at The Club Nut LLC for \$350.00 (before tax and shipping) and enrolled in the NTV at that time. Up to June 30<sup>th</sup>, 2020 the NTV for that individual build item as-purchased is \$157.50. From July 1<sup>st</sup> until December 31<sup>st</sup> 2020, the NTV would be \$87.50. On January 1<sup>st</sup> 2021, the NTV goes to \$52.50 for the duration of the life of the item as long as it continues to meet the terms of the NTV.*

**Notification of indemnity:**

*The Club Nut LLC observes the right, at its sole discretion, to deny any listed coverage, trade, or lower any trade-in value if it observes evidence of misuse, neglect, manipulation, or suspected fraud. Attempting to pass counterfeit or otherwise defrauding this system will be treated as a crime and recorded. Terms above are subject to change without notice and products are covered under the terms of the revision date in which they were originally sold.*

F.A.Q.:

Q: *Why are there so many rules? I feel like unless my item is brand new then I won't be eligible.*

A: *Written out, the rules look worse than they are. Generally, as long as there's no visible physical damage to a product, it will be accepted. If you're a player who has a bag older than you are that rubs a wear mark in all your clubs from dividers that have no padding, you're not the target market.*

*Q: Can I trade my stock shaft in for an upgrade?*

*A: No. Unfortunately, nothing from an OEM listed on the PGA Value Guide is eligible for NTV. If you were to trade the entire club together, that would fall under a normal trade-in.*

*Q: What if I lost all my receipts?*

*A: Hey, it happens! You can request duplicate paperwork by providing your name, address, phone and the products you have. Records search takes about 2 business days.*

*Q: I bought my item at full price but it's discounted now. Will that affect my trade-in value?*

*A: No. NTV is calculated on the ORIGINAL purchase price on your receipt, discounted or not, and does not change.*