

## **Warranty Terms: REV. 12-26-19 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-transferable 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 sales receipt.
3. All in-house, custom built clubs carry a lifetime loft/lie adjustment warranty (irons and wedges) against changes to the original specs 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 or abuse..
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 if it is not provided in the manufacturer's warranty. 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 where listed. Items need to be received at The Club Nut LLC 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 trade-in at The Club Nut LLC, and that value is applied toward the purchase of any NEW item or component and used items \$150 and up.

#### **A. Used shaft Trade-in:**

- a. All shafts for trade-in are subject to testing and examination before a valuation is made. Shafts are evaluated on measured performance specs (pass/fail) as well as physical appearance.
  - i. Shafts are measured on a rotational axis for stability and flex consistency, as well as a frequency test and torque test for axial inconsistencies. All data is compared against manufacturer specs using industry standard testing.
    1. Shafts are supported 5 inches from butt and deflected 30mm at the tip for axial flex measurement. Shafts are then rotated 360 degrees in this position for measurement.
    2. Shafts are clamped on the butt section and a 200g weight is added to the tip for frequency testing.
    3. Shafts are butt and tip clamped for torque loading using a 5nm torque wrench.
  - ii. Shafts should be presented without grip for trade in testing. For a fee of \$5 customer may opt to have the grip saved prior to testing, otherwise shafts presented with grips installed will have them removed without saving. Incurred Fee is charged to the trade-in value. In the event that the shaft does not test satisfactory for trade, the fee must be paid before shafts are returned.
  - iii. The Club Nut assumes no liability for breakage during the testing process. All reasonable care will be used in all testing to ensure industry standard measurement without damage.
  - iv. Values are based on the following formula:  $V = A * (P + B)$ 
    1. Wherein the formula values are:
      - a. Value (V)
      - b. Applied Value after testing (A) ( Pass = 1 / Fail = 0)
      - c. Physical Appearance value after visual inspection (P) (Maximum \$20.00)
      - d. Base value for shaft (B)
        - i. OEM branded Stock shaft = \$5.00

- ii. OEM non-branded stock shaft = \$10.00
- iii. Upgraded/Aftermarket shaft \$100 - \$224 new value at time of trade = \$35.00
- iv. Upgraded/Aftermarket shaft \$225+ new value at time of trade = \$55.00

B. **Normalized Trade-in Value (NTV)** is calculated on the price of select new or used items 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. Not all items are eligible for NTV due to pricing and restrictions.

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. Products should bear the undamaged security sticker from The Club Nut LLC.
  - b. Items generally deemed "consumable" within a year - including but not limited to: Golf balls, Tees, Wedges, Grips, Clubcrowns, Shaftwraps, clothing, spikes, and gloves - are not eligible for the NTV program and will not be certified.
  - c. Components for assembly elsewhere are not eligible for the NTV program. All purchased components must be assembled at The Club Nut LLC to qualify and be certified.  
\*\*\*Components purchased from outside vendors and provided for assembly with components purchased at The Club Nut LLC require special exemptions prior to enrollment and are eligible on a per case basis\*\*\*
  - d. Any product not specifically certified for the NTV at the time of purchase is not covered. NTV is never implied on any item not showing certification documents. 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 stated in NTV sale and in working order.**
  - a. Item should be in good working order with no physical damage that would affect performance or use.  
\*\*\*Excessive physical wear or physical deformation of a product may void NTV\*\*\*
    - 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. i.e. Shaft bands, grip wear, normal impact and finish wear of clubheads.
  - 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. 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. This includes but is not limited to cracks from clamping or razor cuts from removing grips.
    - 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 coverage for lifetime reset 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 IDs, or any other identifying marks not matching 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. NTV is always calculated from the 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 until the day before purchase anniversary, guaranteed trade in value is 40% of the original purchase price – less taxes and shipping cost.
- b. From first purchase anniversary until product no longer meets NTV guidelines, guaranteed trade in value is 25% of the original purchase price – less taxes and shipping cost.
- c. Any NTV item that lapses in coverage is still eligible for trade-in under the **Used Shaft Trade-in** guidelines Section A of trade in terms above.

**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.:**

**SIMPLIFIED NTV TRADE (EXAMPLE ONLY):** A shaft, adapter, and grip are purchased on January 1<sup>st</sup> 2020; assembled at The Club Nut LLC for a total of \$300.00 (before tax and shipping) and enrolled in the NTV at that time. The trade-in value would be \$40.00 for the duration of the life of the item as long as it continues to meet the terms of the NTV Program.

**Q:** *Is there a way to know if my equipment is accepted before taking the time and cost to ship it in?*

**A:** *Yes, you may [send us an email](#) and request a pre-approval to see what the potential maximum trade value would be. All products are still subject to testing guidelines and this estimate should not be taken as a promise of value.*

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

**A:** *Generally, as long as there's no visible, serious physical damage to a product, it will be accepted. The rules are designed to protect the manufacturer's product and give value to the golfers' investment in equipment as technology moves forward.*

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

**A:** *If you were to trade the entire club together, that would fall under a normal trade-in. If a stock shaft is traded alone, it is subject to the standard, non-NTV shaft Trade-in value testing and will have a value assigned afterward.*

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

**A:** *Hey, it happens! You may request duplicate paperwork by providing your name, address, phone and the products you have. Records search takes about 2 to 5 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 at the ORIGINAL purchase price on your receipt, discounted or not, and does not change.*