



Mercian Composite Field Hockey Stick Warranty & Returns

Mercian Hockey guarantees your satisfaction, and stand behind all of its products when used under normal conditions. Composite field hockey sticks purchased from an authorized Mercian Hockey retailer in the USA or Canada, are covered under warranty for 12 months from the date of purchase unless otherwise noted.

A PROOF OF PURCHASE IS REQUIRED FOR ALL WARRANTIES AND RETURNS

Sticks are guaranteed against defective production **ONLY**. We will repair or replace a stick that is broken during normal play. Examples of a broken stick are shaft broken in two pieces or head that has detached.

This does not include general wear and tear, grips, end caps and paint chips, scratches and nicks, worn heel or loose material inside composite sticks, rattles or vibrations which are the result of normal use, or any other cosmetic damage that does not affect the play of the product. Mercian also will not replace sticks that have been damaged due to hard front-edge hitting, a skill that is illegal under the rules of Hockey.

Your stick is intended for use on a playing field and for striking field hockey balls **ONLY**. Your stick is not intended for striking other sticks, benches or goal posts, or for use on unconventional playing surfaces. Damage resulting from such misuse will not be covered under Mercian's warranty.

Warranty coverage will be determined exclusively by Mercian Hockey USA. Mercian cannot guarantee the warranty of your product until it is inspected and determined to be under warranty. Once received, if Mercian agrees that the product is defective, a repaired or replacement product will be shipped via UPS Ground Delivery after up to three business days of receiving the defective item.

If we are unable to provide you with the same color and model, we will provide one of equal or greater value. If Mercian deems the item does not fall under the conditions listed above the product will be returned to you

If you believe your stick is broken and is covered under our warranty we suggest taking a digital photo of your stick along with a short description of what you think may be defective, and we can assess the next step. Email your image with purchase information to info@mercianhockey.com

For return authorizations or other questions, please call us at 1-800-950-1110 x 7762 or visit our website at www.mercianhockey.com

