

Return/Repair Form for Poison Billiards#DfYXUhf ; fci d'Products

IMPORTANT: Warranty & Repair Claims must include a copy of your original receipt of purchase if you did not register your product with Poison Billiards at time of purchase.

Please fill out and print the form below and include it with the return of your product. Repaired products will be shipped to the address below unless you provide other instructions.

Required Fields Maked With *

*Name: _____

*Address: _____

Address2: _____

*City: _____ *State: _____ *Zip: _____

Email address: _____ *Phone: _____

*Returned product: _____ *Serial number: _____

*Place of purchase: _____ * Date of purchase: _____

***Describe In Full Detail The Issue For Warranty Claim Or Repair To Be Performed:**

Tip other than GUF]b? Please specify brand:

NOTE: Additional charges will apply depending on warranty or repair services performed. We will contact you for payment information.

Special Notes:

1. For warranty claims, please enclose a copy of your **original receipt** of purchase if you did **not** register your product with Poison Billiards at the time of purchase.
2. Poison Billiards will make all warranty repairs consistent with the *Limited Warranty, Care Instructions & Owner Registration* document provided at the time of purchase.
3. Except for refinishing and rewrapping, Poison Billiards will complete all repairs within one week. Rewrapping and refinishing may take as long as four to six weeks.
4. When shipping products to Poison Billiards for repair, we recommend: (i) using a tube-shaped or triangular box consistent with UPS/USPS guidelines to avoid transit damage; (ii) insuring your shipment for the value of the product; and (iii) **providing as much detail as possible regarding the requested repairs.**
5. All repaired products ship (U.S.) via ground freight. Customers may pay for expedited handling.
6. There is a minimum repair charge of \$20 for out-of-warranty repairs.
7. Poison Billiards will decide, **solely at its discretion**, which repairs will be made under warranty and which are required because of *normal usage* or *normal wear and tear*.
8. All returns should be sent to:

Poison Billiards Warranty/Repair
702 East Chicago Road
Coldwater, MI 49036

Tel: 800-624-9320
Int: 517-278-2013
Email: customerservice@predatorgroup.com

Once form is completed, click here to

