WARRANTY INFORMATION

NON-WOOD BAT WARRANTY POLICY

Rawlings will provide a one time bat repair or replacement within one year, or 400 days for qualifying bats, from the date of purchase. If the bat model is no longer available, it will be replaced with a model of Rawlings discretion. See your specific warranty card for the duration or contact customer service at 1-800-RAWLINGS. This guarantee covers breakage or cracking that results from normal usage. Abuse such as hitting metal cleats, rocks, or anything other than a ball can damage your bat and will void the warranty. THIS WARRANTY DOES NOT COVER bats that have been used in commercial batting cages.

WHAT YOU NEED TO DO

Important: NEVER RETURN YOUR BAT TO YOUR SPORTING GOODS DEALER

1. E-mail batwarranties@rawlings.com OR call 1-800-RAWLINGS to obtain a Return Authorization Number (RA#). Please have the following information ready: model #, length, and date purchased.

2. Once you receive your RA # and return instructions, send your bat along with a valid proof of purchase (sales receipt) to the Warranty Department. The sales receipt must be from an authorized dealer. Rawlings' warranty commitment is to the original owner and is not transferable. Rawlings DOES NOT accept receipts from PayPal, Paypoint, eBay or other auction websites.

3. If the bat is deemed defective, Rawlings will send out a repaired or replacement bat.

Rawlings has the right, as the manufacturer, to "mark" any bat they feel are not entitled to a warranty replacement. Rawlings will not honor any bats that have been altered. Alteration consists of: shaving, rolling, vicing, hitting objects other than balls with your bat and basically, "doctoring" your bat in any form in an attempt to affect the performance or characteristics of the bat. If Rawlings finds a bat has been altered, the warranty is null and void. Rawlings is also not responsible for any injury resulting in using an "altered bat".

Bats must be received by our evaluators within the warranty time frame. The customer is responsible for the cost of shipping their bat in for warranty consideration. We are not responsible for any bat that is lost during the shipping to our facility. Rawlings reserves the right to perform any testing that they deem necessary to determine whether the bat meets the warranty requirements. If the bat does not meet our requirements, it will be returned to the customer in it's condition after testing.

WOOD BAT POLICIES

Rawlings DOES NOT warranty any wood bats.

BASEBALL & SOFTBALL GLOVES WARRANTY

There is a 1 year warranty on all baseball/softball gloves. Our warranty does not cover gloves that have been microwaved, placed in an oven, or over oiled.

PROTECTIVE EQUIPMENT WARRANTY

Protective equipment, such as shoulder pads, masks, leg guards and chest protectors, have a 1 year warranty on the metal and plastic parts and on the padding and straps.

HELMETS WARRANTY

The actual shell of the helmet has a 3 year warranty, while the padding and straps have a 1 year warranty.

CLOTHING (STOCK & SPECIALS) WARRANTY

There is a 6 month warranty on clothing from the delivery date. All soiled garments must be laundered before being returned for remake or repair or they will be returned to the sender.

For stock clothing we are not responsible for garments once they are lettered, screened or altered in any way.

FOOTBALLS, RUBBER FOOTBALLS, RUBBER BASKETBALLS, BASKETBALLS, VOLLEYBALLS, SOCCER BALLS, BATTING GLOVES WARRANTY

There is a 1 year warranty on all of these.

BASEBALLS & SOFTBALLS POLICY

For a return on baseballs or softballs, a sample must be sent in for inspection.

BAT WARRANTY FORM

This form is only for aluminum and composite bat warranty claims. Rawlings does not warranty any wood bats. Please be sure that you have thoroughly reviewed our bat warranty information before completing and emailing this form.

When complete, please email this form as an attachment to: batwarranties@rawlings.com

REQUIRED INFORMATION

Reason for Return: _____

First Name: _____

Last Name: _____

Email: _____

Shipping Address: _____

City: _____

State _____

ZIP Code: _____

Date Purchased: _____

Phone: _____

Bat Model Number: _____

Bat Length (inches): _____

Bat Weight (ounces): _____

Comments: _____

Have you included a receipt? _____

RETURN ADDRESS

Below is the address to send your bat once you receive the Return Authorization (RA) number from customer service service. Please note that you cannot return your bat without a valid RA number.

WARRANTY DEPARTMENT

RA#_____
132 Bissen St
Caledonia, MN 55921