



BATA Pitching Machine Limited 10 Year Warranty

Dear Customer,

Bata Pitching Machines are one of the highest quality machines in the United States. Our machines are not just “assembled” in the USA but completely fabricated and built right here in the USA. – including all steel, wheels, motors, powder coating and electronics. Because of this, we offer the industry’s longest and most comprehensive 10-year limited warranty.

In the event of a failure during the first 2 years following purchase, simply ship the defective part to our factory in Everson, WA. We’ll then replace the defective part(s) and ship it back to you at our expense. We will then walk you through the process of replacing any parts.

If a failure happens after the 2nd year through the 10th year parts are still covered but you’ll be required to pay shipping and a handling fee. This cost is generally between \$40 and \$100 depending on what part is shipped and where you are located for return shipping.

Warranty Cards included with purchase must be completely filled out and returned to honor the warranty. Please note that warranty is not transferable upon the sale or gift of your machine to another party.

Warranty Exclusions:

- We exclude abuse. If the machine is damaged from an accident or misuse, it won’t be covered under this warranty. We will, however, do everything we can to help repair, but it will be at your expense.
- Shipping coverages are only for the continental U.S. Overseas or cross-border shipping expenses will need to be paid by you. We will replace your parts within the warranty with shipping at your expense.
- This warranty does not exclude normal wear on the wheels. While our wheels are the best on the market, they will wear down over time. Please note that standard baseballs and softballs will wear wheel tread faster due to the raised seams on the ball.

We take great pride in our Bata line of pitching machines. We believe you’ll be very happy with the functionality and durability of these machines. Treated properly, these machines will last for many years. Feel free to reach out to us if we can help you in any way.

Parts and Service Policy

BATA Baseball provides a **Service and Parts Program** to all customers to help keep older machines and new machines in top shape. To do this, ALL BATA Baseball Pitching Machine Parts are thoroughly tested and proven to be 100% ready for installation prior to shipment.

It's imperative that parts are properly installed. We are here to assist you in the process whether that is over the phone or through email.

Our Policy

BATA Baseball strives for total transparency in all parts and service situations. Information will be shared in troubleshooting efforts, parts discussed, and remedies recommended. Customers will communicate their situation with **Chris King, BATA Baseball Production Manager**. Chris will recommend parts and installation methods.

BATA Baseball recognizes that some customers will attempt to install parts on their own while others will secure professional help - depending on the complexity of the repair. In all repair situations, the customer is 100% responsible for the repair.

Pitching Machine Manual

To find **all** product manuals and assembly instructions:

Go to heybata.com and go to “Manuals & Features” at the bottom of any page.

URL: <https://heybata.com/manuals>



Contact Information:

heybata.com

(800) 762-2282

sales@batabaseball.com

Thanks for your business!

Sincerely,

Chris King
BATA Baseball
Production Manager



Warranty Registration Card

Please fill out this Warranty Registration Card and mail to:

BATA Baseball
401 Lincoln St.
Everson, WA 98247

OR

Scan and email to sales@batabaseball.com

Customer Name: _____ Date: _____

Date of Purchase: _____ Phone: _____

Address: _____

Email: _____

Company Name/School _____

Machine Serial # _____ Machine Model _____

Signature: _____

Please make a copy for your records!