



HAAG BAT COMPANY

“Your Only Choice for Pro-Select Maple Composite Baseball Bats”

RE: HBC Maple Composite Bat Warranty

DATE: JANUARY 1, 2024

Haag Bat Company would like to thank you for purchasing your new Maple Composite baseball bat. We realize that you have many product options and various manufacturers to choose from when making a bat purchase. At Haag Bat Company, we value our relationships with customers like you. We continue to look at ways to improve our product, provide more value to the customer through increased services and fair pricing. It is our sincere hope that you feel comfortable with your bat purchase and that the product you have chosen will continue to satisfy your needs in the future.

Please read carefully the information listed below regarding our Maple Composite bat warranty:

Warranty Period:

Our product replacement warranty covers a longer period than most wood composite bat manufacturers.

- *Our Maple Composite bats carry a 4 month (120 day) replacement warranty policy*
- *The warranty period begins from the date of original purchase.*
- *Extended warranty is offered when purchasing a bat late in the year and not used again until next season. HBC must be notified through an Email a customer wishes to extend warranty. Three months warranty will be credited.*

Warranty Coverage:

Our composite bats are manufactured with a unique design to extend bat life. Each bat has multiple fiberglass fabric reinforced outer layers then bonded on with a waterproof Epoxy Resin, along with a hardened bat barrel.

- Not Covered Under Warranty:
 1. *Excessive barrel compression/denting of the wood core from normal use or*
 2. *“Dead” bat performance from excessive use by single or multiple players or*
 3. *If the bat “BBCOR” Laser engraving or HBC trademark label has been removed*
- Warranty Will Cover:
 1. *A bat will be replaced if the core, barrel cupped end or handle shows visible cracking*

Sales Receipt:

It is very important to keep your original sports store or “Haag Bat Company” sales receipt.

- *When requesting a bat for replacement, please Email a photo copy (if possible) of your purchase receipt*
- *No bat will be replaced without a proof of purchase receipt*

Return/Replacement Process:

If a warranty replacement is required that falls within our warranty period (120 days), please follow the simple steps below:

- *For bats being replaced, just Email pictures of the broken bat barrel (showing model/length) and the broken area of your bat. Or you can ship your broken bat back to HBC, at customer expense (typically \$15 USPS).*
- *Upon receipt of this information from customers, please allow 7-10 business days to receive your replacement bat*

Bat Care and Extended Life:

In order to preserve your bat life and to obtain peak performance, here is an important step to follow:

- *Players are ask to hit equally around barrel and not always with the bat trademark label up or down*

Use and Sharing:

Sharing your new bat with other players or extended Batting Practice will shorten its high performance lifetime.

- *We recommend treating your new bat as a high performance tool and if possible, use in game situations only.*
- *In order to help prolong your bat’s lifetime longer than 4 Month, we recommend:*
 - *Rotate bat 1/8 turn each swing in games and batting practice, will harden the barrel*
 - *Do not hit machine pitched Dimpled Practice Balls*

Please keep this information on record and contact us with any questions you may have

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