Warranty

The cart and charger are covered by a 24-month warranty from the date of purchase. The warranty covers manufacturing defects that occur during normal use. Any breakage caused by accidental damage or as a result of abuse or misuse (as set out in the relevant manual) or commercial use is not covered. Motocaddy batteries are covered by a separate warranty (12-month lead acid / 24-month lithium) and can be registered using the "Battery Warranty Card" or online using our warranty registration form.

The standard Motocaddy warranty only covers purchases made in America and use of the trolley, battery, and charger in America. If you encounter a problem with your trolley, battery or charger within the warranty period, please contact the place of purchase or call us direct on 800-337-7692 to allow us to rectify the problem as soon as possible. In the unlikely event, you need to make a claim you must provide your proof of purchase so please ensure this is retained.

If we diagnose that you require a spare part, we will send it to you by first class post with easy to follow fitting instructions. Failing which we will collect, repair (if possible) and return the faulty product (or its replacement) at our cost (in the case of a faulty trolley, this must be in its original packaging). If the fault is not covered by these warranty conditions, you will be liable for the courier and admin charges plus the costs of parts and labor. A repair will normally be carried out but in the unlikely event that the trolley, battery or charger cannot be fixed, a replacement will be given. Any repairs or replacements made without charge do not carry a new warranty beyond that of the original purchase.

The warranties contained herein are offered as an extra benefit and do not affect your statutory rights as a consumer.

Motocaddy Lithium Warranty

The Motocaddy battery and charger are both covered by a full 24-month warranty from the date of purchase. In addition to the standard 24-month warranty Motocaddy now offer a 5-year limited warranty (additional 3 years) on the battery (this excludes the charger). In order to qualify for the 5-year limited warranty please register your warranty online or using the relevant warranty registration card.

If your product should fail during the 3rd year of ownership Motocaddy will offer you a brand-new replacement for 50% of the purchase price of the product. Year 4, 70% of the listed purchase price and year 5, 85% of the listed purchase price. Any purchased product will come with a new 5-year warranty.

The warranty covers manufacturing defects that occur during normal use. Any breakage caused by accidental damage or as a result of abuse or misuse or commercial use is not covered.
Any repairs or replacements made without charge do not carry a new warranty beyond that of the original purchase. The warranties contained herein are offered as an extra benefit and do not affect your statutory rights as a consumer. We reserve the right to request a proof of purchase.

Motocaddy Lithium Batteries are subject to the standard Motocaddy warranty terms and conditions.

Return Policy (30 Day Guarantee)

Product may be returned within 30 days of purchase for a full refund, less credit card fees and shipping and handling if the below criteria have been met:

- Product must be in original package unused
- Product is returned at customer’s expense
- Customer provides proof of purchase
- If Golf Caddie Outlet & Golf Sellers Direct determines that the product has been used there will be an additional 25% restocking fee
- Once the product has been returned to Golf Sellers Direct we will determine if the above criteria have been met. At that time, a refund will be issued minus any fees incurred.

Golf Caddie Outlet & Sellers Direct is not responsible for any damages to the product during return shipping. Any product not offered by Golf Caddie & Golf Sellers Direct, and is special ordered, is not returnable.

No returns after 30 days of purchase