

Predator Group Return Form to Include in Your Package

Form updated 9/28/20

If you purchased a product directly from Predator Group and would like an exchange or if you are unhappy with your purchase, you can return it to us within 30 days of the invoice date, even if your cue has been chalked. We offer free returns for USA orders. To obtain a prepaid return shipping label, call us at +1-888-314-4111 and give us your name, order number and email. Warranty & Repair claims must include a copy of your original receipt of purchase if you did not register your product with Predator or Poison at the time of purchase.

Repaired products will be shipped to the address below unless you provide other instructions.

* Required fields marked

* Name: _____

* Address: _____

Address Line 2: _____

* City: _____ * State: _____

* Zip/Postal Code: _____ * Country: _____

* Email Address: _____ * Phone: _____

* Returned Product: _____ * Serial Number: _____

* Place of Purchase: _____ * Date of Purchase: _____

Order or Invoice Number: _____

* Reason for return:	Repair needed	* Requested action:	Repair
	Defective or Warranty		Replacement
	Shipping error		Refund
	Ordered the wrong product		Store credit
	Damaged during shipping		
	Other: _____		

Cue Tip on Repaired Shafts: Standard tips are Predator Victory Medium tips on wood shafts and Predator Victory Soft tips on Revo playing shafts. We also offer Predator Victory Soft and Hard if specified. If you prefer a tip other than Victory, please include it in your shipment for us to install (We do not install Techno Dud tips):

Comments: _____

Special Notes:

- For warranty claims, please enclose a copy of your **original receipt** of purchase if you did **not** register your product.
- We complete most repairs within (2) two weeks. Re-wrapping and refinishing may take as long as four to six weeks.
- When shipping products to Predator Group, we recommend:
 - using the original package, a tube-shaped or triangular box consistent with UPS/USPS guidelines to avoid damage;
 - insuring your shipment for the value of the product;
- All U.S. returns ship via ground freight. Customers may pay for expedited handling.
- If Predator Group determines your return is covered under its limited lifetime warranty, we will first attempt to repair it. A replacement would only be made if the original product cannot be repaired.

All returns should be sent to:

Predator Group
Attn: Returns Department
7255 Salisbury Rd, Suite 1
Jacksonville, FL 32256, USA

Phone: (888)314-4111
International: +1-904-448-8748
Email: customerservice@predatorgroup.com

