



WARRANTY

EquiSpirit™ Ball comes with a 30-day warranty against manufacturer's defects. 30-day warranty period begins 3 days after shipping.

Warranty requirements:

1. Inflation instructions and warnings MUST be followed.
2. Punctures from sharp objects, thorns, goat head stickers, branches, etc. are NOT covered.
3. Damage from horse bites due to under-inflation are NOT covered.
4. Damage resulting from use other than for intended purpose is NOT covered.

REPLACEMENT PROCEDURES

1. **Email sales@tigertailusa.com or call 206-395-7811 x 101 with details.**
2. We will evaluate if replacement is warranted.
3. Proceed with one of the 2 options:
 - A Send entire product, or just the defective component to us. We will inspect the possible defect. If warranted, we will send replacement and refund your shipping cost. Turnaround time, approximately 14 days.
 - B Send entire product, or just the defective component to us. Purchase a new product or component. If warranted, after inspecting the returned item, we will refund you for the product or component and your shipping cost. Turnaround time for replacement, approximately 3 days. Turnaround time for refund, 2 weeks.

WARRANTY FORM

Please complete the Warranty Form. Send form and defective ball or component to **8504 S 228th St. Kent, WA 98031**. We suggest contacting us first before sending.

Name: _____

Address: _____

Phone: _____

Email: _____

Invoice #: _____

Place of Purchase: _____

Date of Purchase: _____

Details: _____

