



## Return/Refund Policy

**Returns Eligibility:** Pickleball paddles purchased from Valor Sports are eligible for return within 30 days from the date the product is received.

### **Conditions for Return:**

- The paddle must be in unused and like-new condition.
- Original packaging, including all accessories and documentation, must be included.
- Proof of purchase (receipt or order number) is required.

### **Exclusions:**

- Used or damaged paddles cannot be returned.
- Returns will not be accepted for paddles purchased from unauthorized sellers or second-hand.

### **Return Process:**

1. Contact Valor Sports customer service at [customer.service@shopvalorsports.com](mailto:customer.service@shopvalorsports.com) to initiate the return process within 30 days of purchase.
2. Provide your order details and reason for return.
3. If the return is approved, you will receive instructions for returning the paddle.

### **Refund Details:**

- Refunds will be issued to the original payment method used for the purchase.
- Shipping charges are non-refundable unless the return is due to an error on our part.

### **Return Shipping:**

- Customers are responsible for return shipping costs.
- Valor Sports is not responsible for packages lost or damaged during return shipping.

### **Restocking Fee:**

- A restocking fee may apply for returns that do not meet the conditions specified above or are returned after the 30-day period.

### **Exceptions:**

- Warranty claims for defects in materials or workmanship are handled separately under our warranty policy.

**Effective Date:** This return policy is effective for all pickleball paddles purchased on or after January 1, 2022.