

2018 BAUER UNIFORM WARRANTY GUIDELINES

All BAUER uniforms (jerseys and socks) carry a 30 day warranty against defects in workmanship and materials.

All warranty claims must be processed through the BAUER warranty department.

Please note that BAUER is not responsible for any game/practice related damages, wear & tear, misuse or abuse, or any other incidental damages to jerseys, equipment, or apparel incurred as a result of playing the game of hockey.

WARRANTY CONTACT INFORMATION:

» To process claims, please note that the BAUER Warranty Team will require:

- The Master Order Number
- Photos illustrating the issue
- In some cases, the garment(s) may need to be returned

» The BAUER Warranty Team will respond to claim inquiries within 48 hours.

» Once the claim has been approved, an RA will be created, and the jersey(s) and/or sock(s) will either be repaired or replaced at no charge as quickly as possible.

For US - please use email warranty.us@bauer.com
For CA - please use email warranty.canada@bauer.com
OR Please contact: **1-888-509-6875**

WARRANTY COVERAGE INCLUDES:

- » Seams that are not properly stitched, causing holes
- » Crests, names, numbers that have become detached
- » If defect is repairable, the BAUER Warranty Team will coordinate a repair at no charge ; or they will approve in advance a credit for the labor in the event that the dealer chooses to arrange for a local repair.
- » Incorrect logo execution and/or application
- » Incorrect names / numbers
- » Heat marks due to excessive heat when applying names/numbers or crest

NOT COVERED UNDER WARRANTY:

- » Lacerations, burn marks, pilling, pulls, abrasions, skate cuts, wrinkling of patches, general wear and tear to jerseys/socks, and/or any other incidental damages caused as a result of playing the game of hockey.
- » Alterations or embellishments performed by another supplier or screen printer, as well as any other associated damages resulting from third parties.
- » Color Variances deemed within BAUER determined tolerances. BAUER knows that color matching is of the utmost importance to the Team Apparel and Equipment business. We strive to ensure that colors match as best as possible on all products across all categories, however, it is technically impossible to guarantee that colors will match 100% across all products and categories. This variance is not considered a manufacturing defect and will not be warrantied.
 - Please follow specified care and storage instructions to prevent fading and/or color transfer on all garments.
 - All BAUER sales reps are equipped with full BAUER color swatch booklets to be used as color reference. We do NOT match to colors offered by other companies.
 - Colors on a computer screen may not be an accurate representation of the fabric color selected.

BAUER UNIFORM CARE INSTRUCTIONS:

- » MACHINE WASH COLD (30°C)
- » WITH LIKE COLORS
- » WASH INSIDE OUT
- » CLOSE ALL FASTENERS
- » DO NOT USE FABRIC SOFTENERS
- » DO NOT BLEACH
- » TUMBLE DRY LOW
- » DO NOT IRON
- » DO NOT DRY CLEAN

CARE INSTRUCTION NOTES:

- » The care instructions attached and on the garment apply to both home and industrial laundry machines
- » Remove promptly after wash cycle to avoid color bleeding
- » Close all fasteners, such as fight straps, hook and loop, etc.

STORAGE NOTES:

- » Store uniforms in a cool, dry place to prevent mildew
- » Protect jerseys/socks from both sunlight and fluorescent light to prevent yellowing

