

Founders Club

Warranty Terms and Conditions for all Founders products purchased through GraysOnline Australia

Founders Club Australia warrants its golf club products to be free from defect in materials and workmanship for two years from first sale only when the equipment is being used for the purposes of playing golf. At Founders Club's option and as the purchaser's sole remedy, defective products covered by this limited warranty will either be repaired or replaced at no cost to the purchaser. For all warranty information and direction on repair please contact GraysOnline Customer Service in the first instance. Please have all relevant details of your purchase available.

Expressly not covered under this warranty:

Use of clubs at a Driving Range.

Some driving ranges use mats based on concrete pads which, when combined with artificial grass, create an impact on the sole of the club that resonates through the shaft and causes breakages not consistent with the striking of a golf ball from grass (fairway). Because Founders is unable to monitor the quality of surfaces offered from individual driving range facilities, breakages to shafts while in use at any Driving Range facility including Club Practice facilities are expressly not covered under this warranty. Shaft breakages while the club is in use at a Driving Range or Practice facility will be repaired at the current repair charge for Founders clubs including a freight charge for the collection and return of the golf club to the purchaser.

Abuse and Misuse:

This warranty covers manufacturing and material defects but does not cover damage to, or breakage of, any component of the golf club when the equipment shows signs of misuse or abuse whether the breakage was caused after the misuse or abuse or during the act of misuse or abuse. Misuse of equipment includes, but is not limited to, dents and scratches on surfaces of the club or shaft, other than the face, where in the sole opinion of Founders Club Australia the damage was caused by incorrect use of the golf club or not used in the fair act of striking a golf ball.

All Founders Woods and Hybrids include individual Headcovers to protect the surfaces of the equipment and to prevent damage to heads while being carried in a golf bag. Dents and scratches arising from non-use of these headcovers are not covered under warranty. Founders recommend that Headcovers be replaced on Woods and Hybrids after each shot with these clubs.

Damage to equipment caused by Misuse or Abuse will be repaired at the current repair charge for Founders clubs including a freight charge for the collection and return of the golf club to the purchaser.

Accidental Breakage and Modification:

Warranty does not cover accidental breakage or, in the sole opinion of Founders Australia, normal wear and tear caused during the use of the equipment. Founders Australia will not cover any Founders product where the product has been modified or changed by a third party. To maintain warranty conditions any equipment requiring modification should be returned to Founders Australia.

1 or 2 Year Expiry Period.

Any Founders club returned to Founders after the expiry period for repair of a shaft or head will be repaired at the current repair charge for Founders clubs including a freight charge for the collection and return of the golf club to the purchaser.

Warranty Components.

Founders reserves the right to repair or replace any club returned under warranty with the same or similar components.

Conditions of Warranty Returns:

The consumer agrees to return the product under a Return Authorisation Number issued through Founders Australia and using Startrack Transport. Pick up will be arranged by Founders Australia at a time convenient to the customer provided such pick up can be achieved between 9 am and 5 pm weekdays. A final and sole decision will be made by Founders to repair the equipment under Warranty or Repair. Under a warranty decision, Founders accepts all costs including freight, labour and component costs, to return the equipment to the consumer similar to the equipment's condition prior to the warranty claim. If a decision by Founders results in the equipment being rejected for warranty Founders will contact the consumer to ascertain their requirements to proceed with repair or return the product to the consumer. Products repaired or returned will incur the original freight charge to Founders plus return freight, component and labour charges.