



WARRANTY POLICY

EFFECTIVE DATE: FEBRUARY 6, 2024

1. Warranty Coverage:

We, Sim Sports Corporation, warrant our golf enclosure parts to be free from defects for a specific period of time from the date of purchase. This Warranty Policy applies only to buyers and authorized resellers that purchase products directly from Sim Sports Corporation.

2. Covered Components:

This warranty covers the following parts.

- Aluminum structure of simulator booth: 5 years
- Panels: 1 year
- Flooring and turf: 1 year
- Back Impact Mesh: 1 year
- Hitting Mat: 1 year (fabrication defect only)
- White Projection Screen: 1 year (fabrication defect only)

3. Third-Party Products

Sim Sports Corporation does not support or provide any warranties on products manufactured or supplied by third parties that you purchase through any of Sim Sports Corporation's sales channels.

4. Exclusions:

This warranty does not cover:

- Damage caused by misuse, abuse, accidents, or unauthorized modifications.
- Normal wear and tear, including but not limited to cosmetic damage.
- Damage caused by improper installation, repair or maintenance.
- Acts of nature, including but not limited to power failure, electrical power surges, fire, flood, or other causes beyond the reasonable control of Sim Sports Corporation.

Sim Sports Corporation will determine if any of the warranty exclusions in this section apply, in its sole but reasonable discretion, whether during remote troubleshooting or after examination of the returned product.

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5. Warranty Claim Procedure:

In the event of a defect covered by this warranty, the customer must notify Sim Sports Corporation within 7 days of discovering the defect. To initiate a warranty claim, please contact our customer support at support@simbooth.com. You will be required to provide proof of purchase and a detailed description of the issue. You will also be required to provide an RMA (return merchandise authorization), that will be issued by our support team, prior to sending any parts back to Sim Sports Corporation.

6. Repair or Replacement:

Upon verification of a valid warranty claim, Sim Sports Corporation will, at its discretion, either repair or replace the defective part(s) free of charge. If the specific part is no longer available, a suitable replacement will be provided.

7. Shipping Costs:

The customer is responsible for all shipping costs associated with returning the defective part(s) to Sim Sports Corporation. Sim Sports Corporation will cover the cost of shipping the repaired or replacement part(s) back to the customer if covered by warranty.

8. Limitation of Liability:

To the extent permitted by law, Sim Sports Corporation shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use or inability to use our golf simulator enclosure parts.

9. Modifications to the Warranty Policy:

Sim Sports Corporation reserves the right to modify or update this warranty policy at any time. Any changes will be effective immediately upon posting on our website.

By purchasing and using our golf simulator parts, you agree to abide by the terms and conditions outlined in this warranty policy.

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