

PRODUCT DAMAGE GUIDELINES



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MANUFACTURING PROCESS

- The padel racquets are 100% handmade.
- Since the products are handmade, we have to consider that they cannot all be made in 100% the same way. Every racquet is different.
- The padel racquets are used to hit other objects, and this wear and tear from constantly hitting the racquet creates abrasions and deterioration. This deterioration through normal use doesn't affect the performance of the product, but receiving this impact does cause the product to have a shorter lifespan.
- Deterioration through use is not considered a manufacturing defect.

INTRODUCTION

Below, we present some basic guidelines around common damages to determine whether the issues are related to manufacturing or not. The cases that will be addressed are those relate to issues that have arisen due to a manufacturing defect.

The following cases are not manufacturing defects:

- The racquet has been hit against a hard surface or the user has continued to use a racquet that has a manufacturing defect.
- The racquet has suffered wear and tear due to use.

The relationship with the client is always important because, by maintaining this, we can receive better feedback surrounding incidents.

Below are the most common damages and a guide to determine if they have arisen due to a manufacturing fault (Guaranty applies) or [Guaranty does not apply]. In every case, the opinion of the AFP should be considered before a guaranty is accepted.

CRACKED FRAME

1



BREAK IN ONE DIRECTION



2



BREAK IN A ZIGZAG AND PROLONGED USED



1.1 CRACKED CENTRAL FRAME(0°)

These cracks can happen when the player hits with a lot of force right against the tubing. The tubing cannot withstand the pressure and breaks.

POSSIBLE DAMAGES

- 1 The crack runs in one distinct direction and only on the tubing surface. **GUARANTY APPLIES.**
- 2 The racquet has been used after a break or the crack enlarges towards the core, **GUARANTY DOES NOT APPLY.**

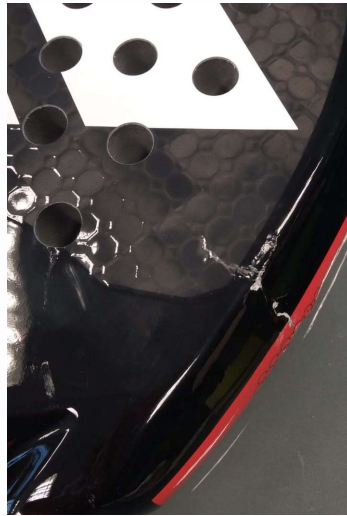
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CRACK ON THE BOTTOM

1



2



CRACKED CORE
MANUFACTURING
ISSUE

SIDE BROKEN
DUE TO HIT

These cracks are not very common. It is, frankly, very difficult to hit the ball with this part of the racquet.

1 CRACKED CORE, **GUARANTY APPLIES.**

2 Crack due to impact-breakage, **GUARANTY DOES NOT APPLY**

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BROKEN FRAME-HIT



BROKEN
FRAME



- In 90% of cases, these cracks are caused by striking the racquet against a hard surface.
- The area continually hits the ground and becomes weaker. It is practically impossible to make it fall apart as in the previous case, since the racquet does not have the same consistency in the 0° area as it does on the side (45°).

GUARANTY DOES NOT APPLY

RACQUET HANDLE



**BROKEN
HANDLE**

- These breaks usually happen due to manufacturing issues because it is difficult to hit the ball with this part of the racquet. It can be detected earlier, but it is difficult to see any cracks since they are under the grip.

GUARANTY APPLIES.

1



BROKEN FACE

2



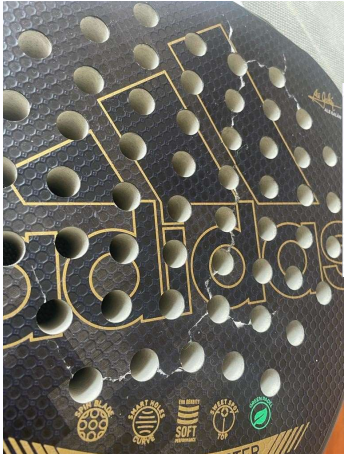
BREAKAGE WITH SUNKEN RUBBER



3



BREAKAGE IN VARIOUS DIRECTIONS AND FACE



IMPACT ZONE

These breaks happen when the racquet is put under stress and falls apart due to an issue. We can separate them into three cases.

1- Break in only one direction. We treat this case as a manufacturing issue. **GUARANTY APPLIES**

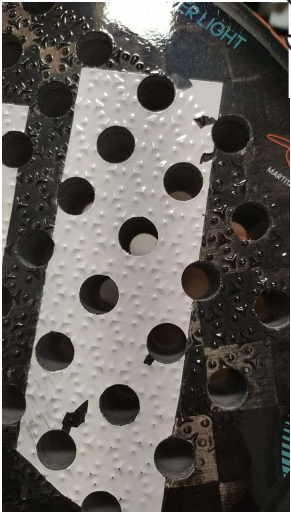
2- Breakage within the centre. If the racquet has sunken inwards, it is not a manufacturing issue. **GUARANTY DOES NOT APPLY.**

3- Breakage in various directions: this break is caused by use of the racquet. After suffered a break in only one direction or in the centre.

In this case, it is impossible to determine how the break happened. **GUARANTY DOES NOT APPLY.**

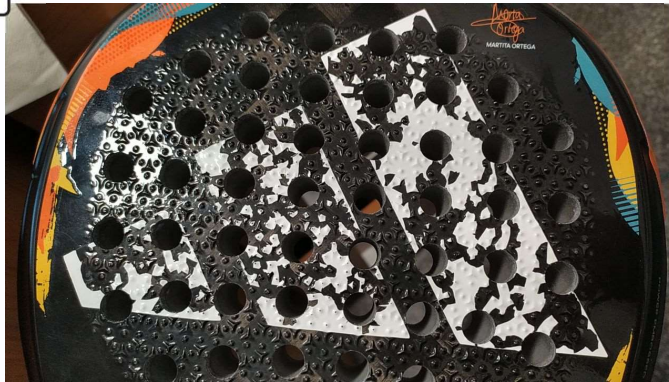
PAINTING

1



PAINT PROBLEM

2



COMPLETELY WORN PAINT

The padel rackets are decorated in their entirety. This decoration should always remain on the product, but we have to consider how use of the racquet causes wear.

The lack of an initial claim for paint loss makes it impossible to determine whether it has arisen from a manufacturing fault or due to use.

1 GUARANTY APPLIES

2 GUARANTY DOES NOT APPLIES. A claim should have been made before it reaches this state.

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