

## **Return & Refund Policy**

Thanks for shopping at St. Louis Ball Bowler Company and placing an order with us. If you are not entirely satisfied with your purchase, we're here to help.

### **Returns**

If you are not happy with our purchase you have 7 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be returned in the original packaging and your item must have a copy of the receipt or proof of purchase enclosed.

### **Refunds**

Once we receive your item, we will inspect it and notify you of the status of your refund. If your return is approved, we will initiate a refund to your credit card or original method of payment or provide you with a replacement or credit. You will receive the credit for the original cost of the item minus shipping and handling charges within a certain amount of days, depending on your card issuer's policies.

### **Shipping**

You will be responsible for paying for shipping costs for returning your item. Shipping costs are nonrefundable.

### **Ball Bowler Purchase Warranty**

Ball Bowlers are sold in 100 percent working condition with a video of the bowler playing the day of shipping. There is a **Thirty Day Phone Support and 30 Day Parts Warranty** on any bowler that is shipped and installed by St. Louis Ball Bowler Company.

Ball Bowlers that are shipped or picked up from our shop will have video of the game playing 100 Percent available or can be played in person. **There is no further warranty for Ball Bowlers picked up or shipped.**

### **Contact Us**

If you have any questions on how to return your item to us, please contact Chris at 314-581-2488 or e-mail [Chris@stl-bb.com](mailto:Chris@stl-bb.com).