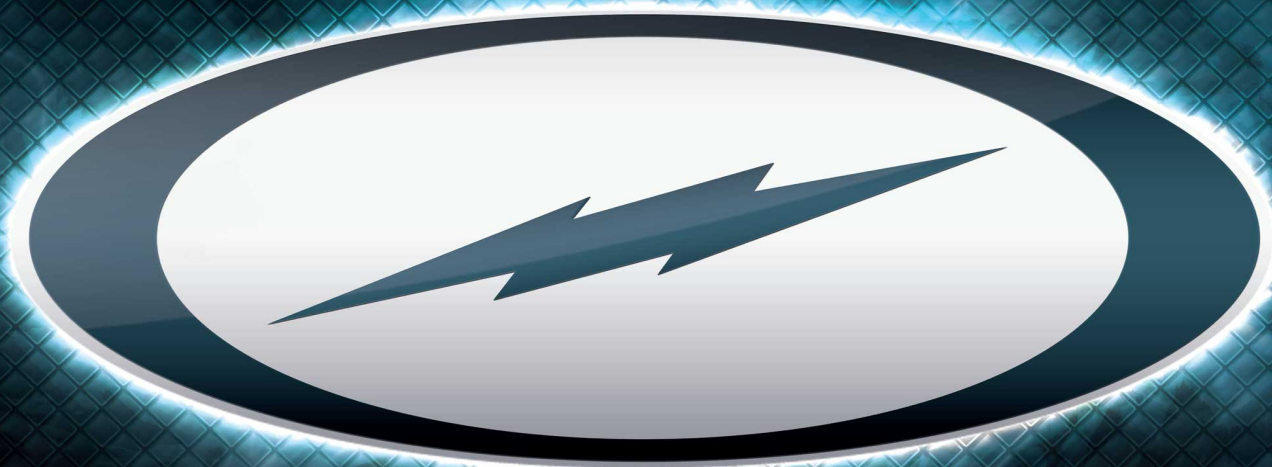


Storm Products Inc. Warranty Policy



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Limited One Year Warranty

- Bridge
- Bevel
- Pin Distance
- Finger Grips & Thumb Slug
- Hairline Cracks
- Ball Plug
- Lane Damage
- Temperature Exposure
- Abuse

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Why Do Bowling Balls Crack?

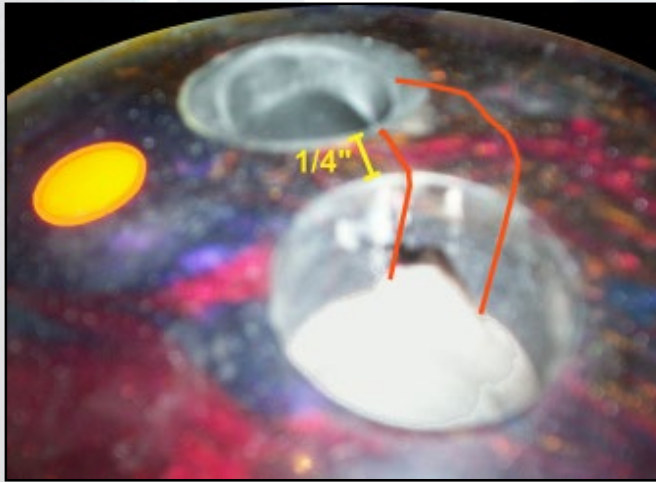
- Today's modern highly-reactive bowling balls are more susceptible to cracking than traditional urethane balls due to the chemical composition of the coverstock. But there are things occur which increase the likelihood of cracking such as:
 - Extreme humidity, both wet and arid climates
 - Extreme temperatures, both hot and cold
 - Storing the ball on a hard surface
 - Lack of use, both undrilled and drilled balls
 - Air vents blowing directly on the ball
 - And more



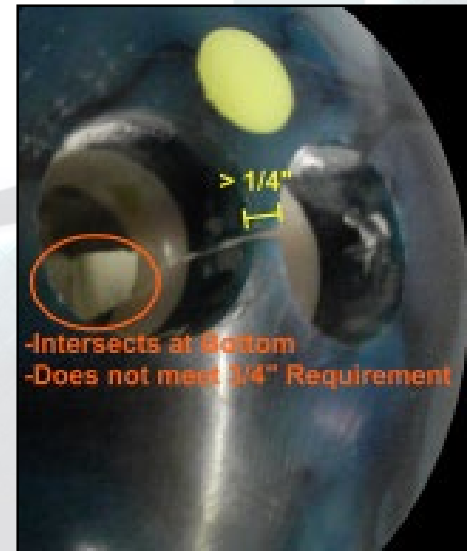
Bridge

- ¼" Minimum width
- ¾" *Cumulative minimum lateral pitches
- Holes may not intersect

Acceptable



Not Acceptable



*The pitch of the left finger plus the pitch of the right finger must add up to at least ¾". Example: ¼" left lateral plus ½" right lateral \geq ¾" and would therefore meet the ¾" requirement.

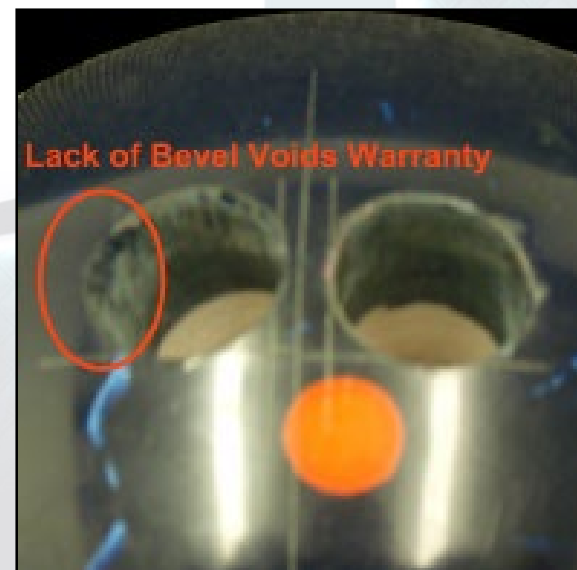
Bevel

- All holes must be adequately* beveled

Acceptable



Not Acceptable



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*adequately beveled is defined as having the visible appearance of being rounded with at least .020" or more radius.

Pin Distance

- Pin distance less than 1" void warranty

Acceptable

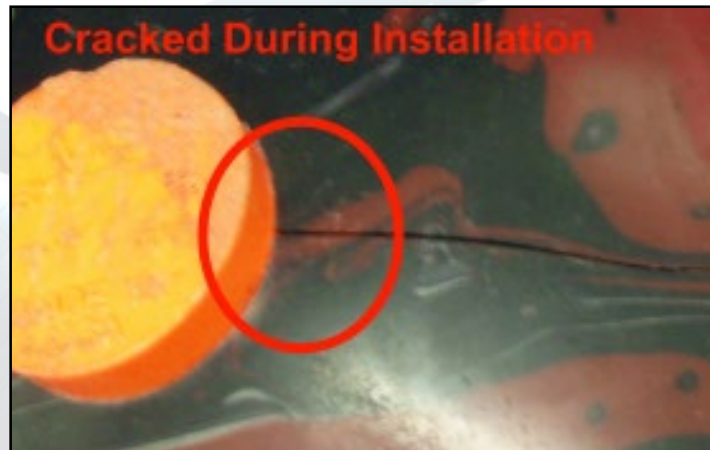


Not Acceptable



Inserts & Slugs

- *The installation of finger inserts, thumb slugs, or interchangeable thumbs voids warranty



Not Acceptable

**Storm Products Inc reserves the right to deny a warranty claim based on the installation of inserts, slugs, or interchangeable thumbs, but recognizes their utility and will therefore honor the warranty on almost all claims so long as the damage was not a direct result of their installation.*

Inserts & Slugs

- Some Inserts use a fast-drying adhesive to lock the grips into place –
 - Grips which use glue often produce **hairline cracks** which will appear to be small semi-circles following the arc of the finger hole

Hairline Cracks

- Hairline cracking which does NOT affect fit and/or performance of the ball is NOT considered to be a defect (if grips are installed)



Not Approved

Inserts & Slugs

- Other Inserts use no glue to lock the grips into place –
 - For these types of inserts, a space is notched out under the surface of the ball which holds the uniquely-shaped insert in place. This causes a weak spot underneath the surface of the ball and promotes cracking as well.
 - As you will see, this type of crack is different from the hairline cracks caused from fast-drying glue

Other Cracks

- This type of damage is caused from the weakening of the shell by the void created to hold the insert in place



Not Approved

Other Cracks

- This type of damage is caused from the weakening of the shell by the void created to hold the insert in place



Not Approved

Other Cracks

- This type of damage is caused from the weakening of the shell by the void created to hold the insert in place



Not Approved

Other Cracks

- What starts out as this...



Not Approved

Other Cracks

Not Approved

- What starts out as this... can turn into this!



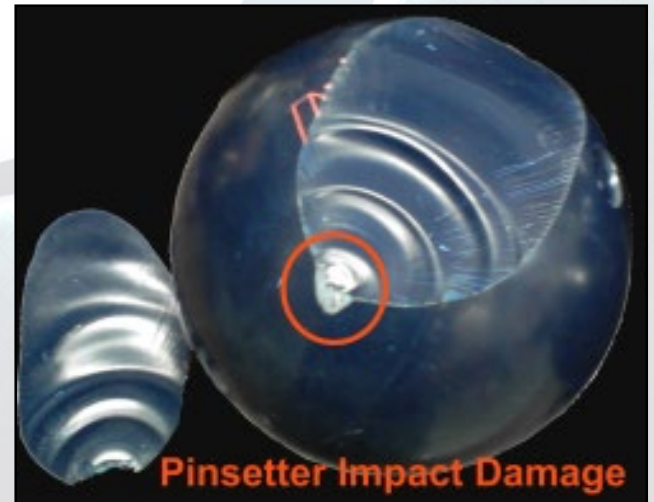
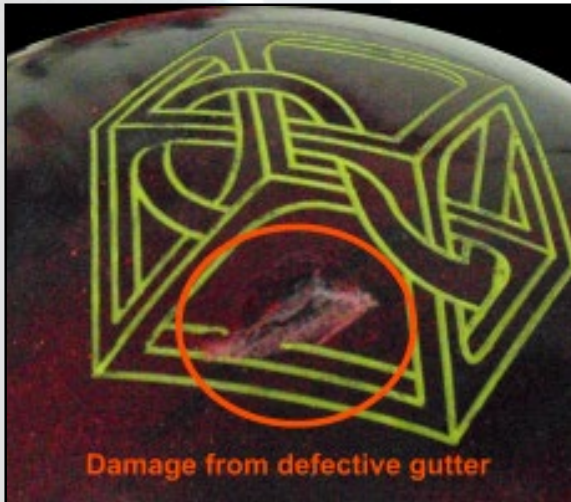
Ball Plug

- Ball Plug *Voids Warranty*



Lane Damage

- Damage caused by the pinsetter, ball return, gutters, or lane is not covered by warranty.
- Lane damage includes, but is not limited to: cuts, scrapes, chips, cracks, gouges, or cosmetic blemishing



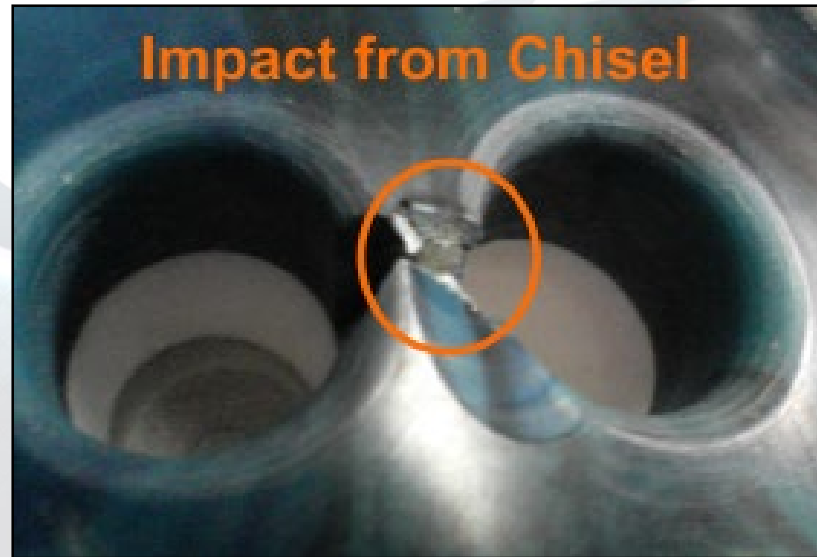
Temperature Exposure

- Exposure to temperatures above 125° F or below 40° F voids warranty



Abuse

- Abuse voids warranty and includes but is not limited to: throwing, bouncing, dropping, hammering, or intentionally breaking the ball



Summary

- The distance between the edge of any hole and the edge of the pin being less than 1"
- Plugging of the ball
- Improper installation of inserts for the fingers and/or thumb
 - The top of each hole must be adequately beveled
 - A non-excessive amount of adhesive/super glue should be used
- A bridge that has been weakened by holes that intersect or by being too narrow
 - A minimum $\frac{3}{4}$ " difference in lateral pitches must be used
 - The width of the bridge must be $\frac{1}{4}$ " or larger
- Hairline cracks which do not affect fit or performance are NOT considered to be a defect
- Damage caused by pinsetters, ball return systems, gutters and/or lanes
- Bowler abuse
- Exposure to extreme temperatures (above 125°F or below 40°F)