

How To Trade-In

TAYLORMADE GOLF

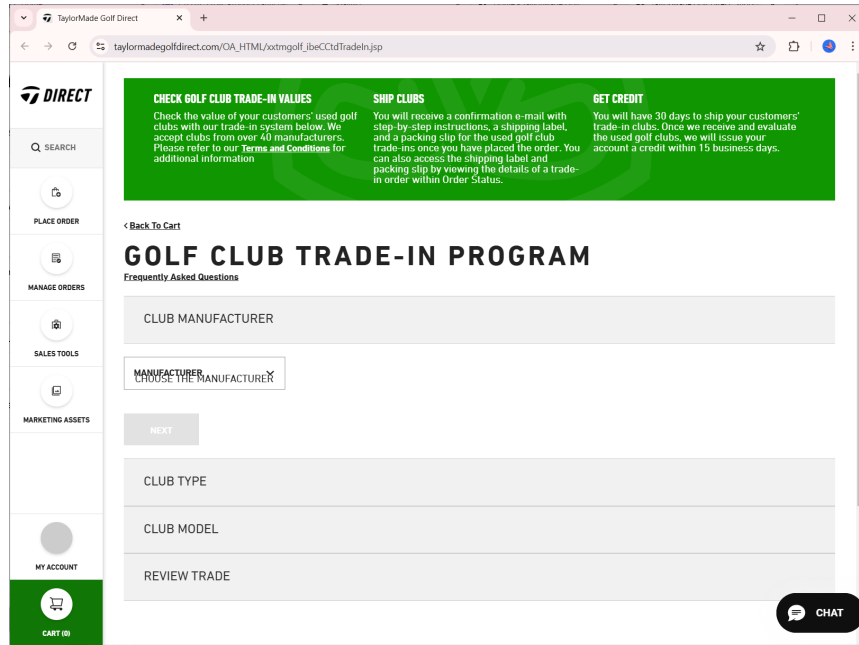
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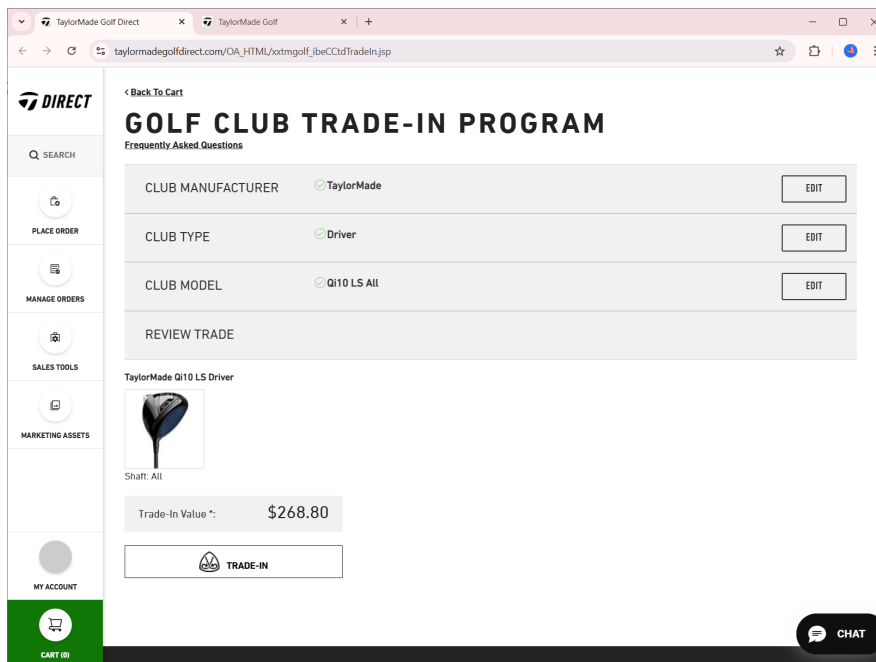


STEP 1: View Product Offerings

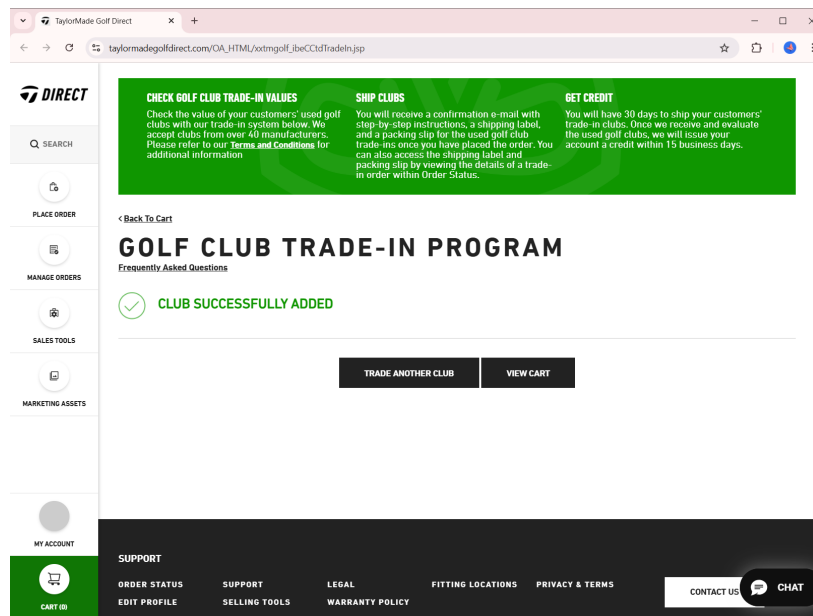
Log into TM Direct to view product offerings and pricing. The link to the Trade-In landing page can be found in the Footer and in the left-hand navigation under Place Order.



Please proceed to select the golf club specifications of the club you are returning. Once all fields have been selected, the trade-in value price will be shown. **It's important to note that this price is subject to change as the golf club(s) need to be received and inspected before a credit is issued.*

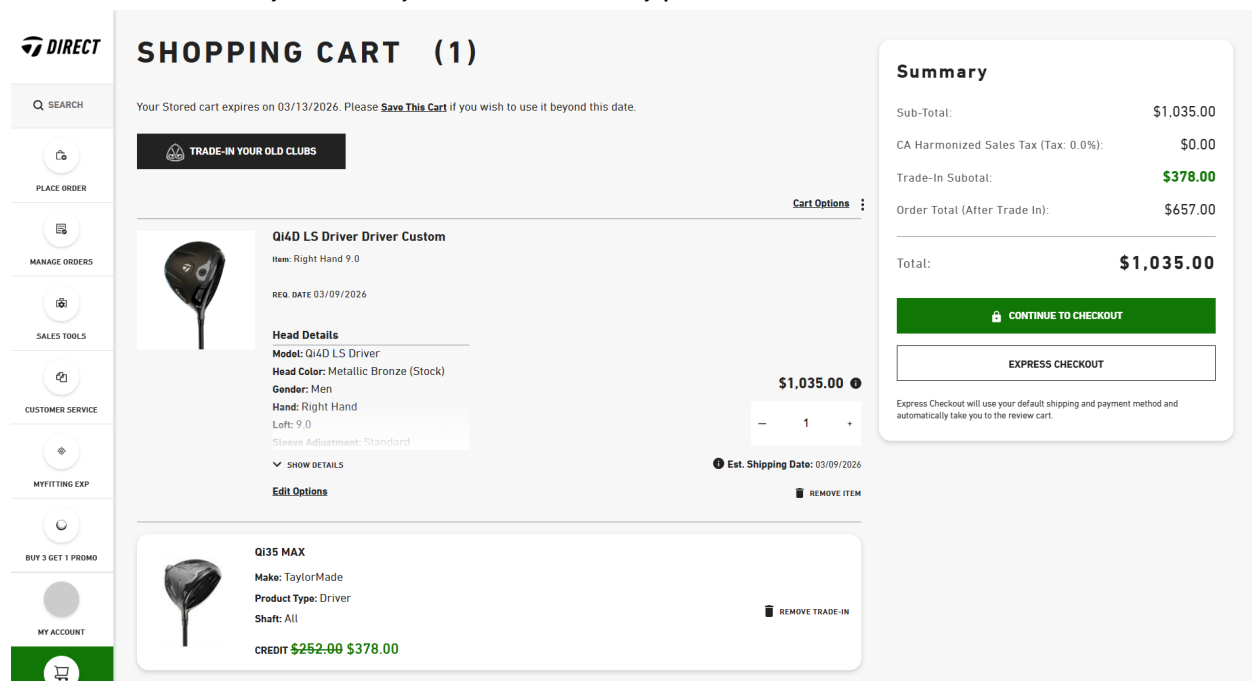


Once satisfied, click Trade-In so that your club successfully adds to cart. You now have the option to Trade Another Club or View Cart.



STEP 2: Place Order

The next step is to click on Place Order (on the left-hand navigation bar) to navigate and select the items you are looking to purchase in lieu of the trade-in. Please note we do allow multiple trade-in items and multiple TaylorMade products at checkout, however the checkout amount must be greater than the value of the credit. Proceed to Checkout as you normally would to successfully place the order.



STEP 3: Return Shipping Label

Once your order is placed, you will receive the following email with instructions on how to ship the used golf clubs with a return authorization (RA) number. Please follow the instructions carefully and print off both the packing slip and Fedex shipping label. It is your responsibility to drop off the golf club(s) at your nearest Fedex location.

From: TaylorMade Golf B2B Canada <customerservice@taylormadegolfpreowned.com>
Sent: Thursday, November 28, 2024 2:40:05 PM
To: [REDACTED]
Subject: Trade-In Status Update

You don't often get email from customerservice@taylormadegolfpreowned.com. [Learn why this is important](#)

CAUTION: [This message originated from OUTSIDE the TaylorMade organization]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.



Your shipment is ready to be returned.

Your RA # is: 693597112824

Steps to Complete your Trade-In

1) Print your packing list: [View/Print Packing List](#)

You should print a copy to be inserted into your shipment and one for your records.

2) Click this link: [Get Shipping Label](#). This should open a FedEx web page to print your Shipping Label.

3) Print your shipping label

4) Place the printed label(s) in a FedEx Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.

5) Ship your packages, shipments must be dropped off at an authorized FedEx Office location, or handed to a FedEx driver.

You may receive a duplicate email directly from FedEx with instructions to print your shipping label.

[Find FedEx Office Location](#)

If you have further questions on this matter, please contact TaylorMade Customer Service.

Reminder of Shipping Terms and Conditions:

- We require that the item(s) be packed in a suitable cardboard container and with acceptable packing material.
- As the shipper, you agree to bear all responsibility for lost or damaged shipments.
- Please ship your used clubs to TaylorMade Golf within 30 days of completing the on-line return.
- Be sure to include a copy of the trade-in remittance ("Packing List") with your shipment.
- You agree TaylorMade Golf will not be responsible for any shipment damages as a result of improper or inadequate packaging.

Thank you for supporting TaylorMade Golf!

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If you do not receive the email, you can access the shipping label by logging into TM Direct and navigating to Manage Orders> Order Status then click on the order number to view the order details:

The screenshot displays the TaylorMade Golf Direct website interface. The left sidebar contains navigation options: SEARCH, PLACE ORDER, MANAGE ORDERS, SALES TOOLS, and MARKETING ASSETS. The main content area is divided into several sections:

- SHIPPING INFORMATION:** Ship To: TAYLOR MADE GOLF CANADA, 6240 HIGHWAY 7, SUITE 100, WOODBRIDGE, ON, L4H 4G3, CANADA. Shipping Method: Ground No Sign. Requested Delivery Date: 11/28/2024. Freight Terms: No Charge.
- BILLING AND PAYMENT INFORMATION:** Bill To: PERFORMANCE LAB AT TM CAN. HQ, TAYLOR MADE GOLF CANADA, 6240 HIGHWAY 7, SUITE 100, WOODBRIDGE, ON, L4H 4G3, CANADA. PO Number: Trade-In Test 2.
- ORDER # 10527613**
- ORDER ITEMS:** 1.1. HI-TOE 4 WEDGE LH 58.12 STEEL S. Item: Y9865599. Net Price: \$180.00. Wholesale Price: \$180.00. Custom Charges: \$0.00. Extended: \$180.00. Ship Method: Ground No Sign. Delivery Number: 25737316. Tracking #: 1Z1V17V32000200890. A progress bar indicates the order is **SHIPPED**.
- TRADE-IN (1):** Manufacturer: TaylorMade, Product Type: Fairway Wood, Model: D:10, Shaft: All, Price: \$108.00. A red arrow points to a button labeled "See your shipping label".
- Summary Table:**

SUB TOTAL #:	\$180.00
CA HARMONIZED SALES TAX(RATE: 13%):	\$23.40
CUSTOM CHARGES:	\$0.00
ORDER TOTAL:	\$203.40
# MAY INCLUDE FREIGHT CHARGES	

At the bottom, there is a "Back to Order Status" link and a "Track All Shipments" link. A "MY ACCOUNT" button and a "CART (1)" button are also visible in the sidebar.

Click on "See your shipping label" and a second window will appear where you can print the shipping label and packing slip.





TaylorMade Golf Trade-In Packing List and Shipping Labels

You must complete and insert this document with your trade-in shipment.

Below you will find the options to print your packing list and shipping label for your recent trade-in.

[Print Shipping Label](#)

[Print Packing List](#)

Trade-In Processing Terms

If items are considered to have no value, they will be shipped back to you directly:

Shipping From:

TAYLOR MADE GOLF CANADA
6240 HIGHWAY 7, SUITE 100
WOODBRIIDGE, ON L4H 4G3
Canada

Shipping To:

TaylorMade Golf Canada Direct
6705 Millcreek Drive Unit 1
Mississauga, ON L5N 5M4
Canada
800-668-9883

Return Shipment #: 693597112824

Shipping Date: 11/28/2024

TaylorMade Order Reference:10527613

Line Item#	Item	Qty	Item Price*	Total*	Office Use
1	TaylorMade Q10 Fairway Wood Shaft Type:All	1	CAN 108.00*	CAN 108.00*	
			Qty Total: 1	Total Estimate: CAN 108.00*	

* The Trade-in values on our Packing Lists do not reflect current Taylormade Golf promotional pricing. Your true Trade-in value will be highlighted on your www.taylormadegolf.ca Order Confirmation.

Processing Terms

- You will ship your trade-in items to TaylorMade Golf's trade-in partner WorldWide Golf Shops within 30 days of completing the online Trade-In due to the shipping label's expiration date.
- If your original order does not arrive within 30-days and you want to keep your current trade-in items until the new order arrives, please be aware that you will need to reach out to customer service for a new shipping label.
- Iron set composition must include 5, 6, 7, or 8 sequential irons and must include a pitching wedge: (e.g., 3-PW, 4-PW, 5-PW, 6-PW, 4-PW+SW, 5-PW+AW+SW) and must have matching heads, shafts, grips and/or shaft flexes to be received as a complete iron set(s). Collections of irons that are not Damaged and do not meet the above criteria will be sent back to you if the clubs cannot be combined into a full iron set that meet the above criteria.

Reminder of Shipping Terms and Conditions:

- We require that the item(s) be packed in a suitable cardboard container and with acceptable packing material.
- As the shipper, you agree to bear all responsible for lost or damaged shipments.
- You will include a copy of the trade-in remittance ("Packing List") with your shipment.
- You agreed TaylorMade Golf will not be responsible for any shipment damages as a result of improper or inadequate packaging.

For any questions please call customer service at: 800-668-9883

* Les prix de reprise sur nos bordereaux d'expédition ne reflètent pas les prix promotionnels actuels de TaylorMade Golf. Vos prix de reprise réels apparaîtront surlignés sur votre confirmation de commande à www.taylormadegolf.ca.

Conditions de traitement

- Les articles endommagés qui peuvent être réparés seront réparés et les frais de réparation seront déduits de votre crédit d'échange.
- Les ensembles de fers doivent inclure une série séquentielle de 5, 6, 7 ou 8 fers et un cocheur d'allée (par ex., 3-PW, 4-PW, 5-PW, 6-PW, 4-PW+SW, 5-PW+AW+SW) et doivent être munis de têtes, tiges et/ou flexibilités assorties à des ensembles complets. Les fers qui ne sont pas endommagés et qui ne répondent pas aux critères ci-dessus seront achetés individuellement et la différence de valeur, le cas échéant, sera déduite de votre crédit d'échange.

Rappel des conditions de livraison:

- Les articles doivent être emballés dans un contenant en carton approprié et avec un matériau d'emballage acceptable.
- En tant qu'expéditeur, vous acceptez d'assumer l'entière responsabilité pour toute expédition perdue ou endommagée.
- Vous devez expédier vos articles d'échange à TaylorMade Golf dans les 30 jours suivant votre échange en ligne.
- Vous devez inclure une copie de la remise d'échange (« Bordereau d'expédition ») à votre livraison.
- Vous dégagez TaylorMade Golf de toute responsabilité pour toute livraison endommagée en raison d'un emballage inapproprié.

Pour toute question, contactez le Service à la clientèle au 800-668-9883

For any questions please contact Customer Service via email at or via phone.

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STEP 4: Receiving the Credit

It's important to note that golf club trade-ins can take up to **fifteen (15) business days** (Mon-Fri) from the time we receive the golf club. The clubs must be received and inspected before issuing a credit. If your trade-in does not meet our acceptance criteria, we will do one of the following: (a) offer to return the product to you or (b) disposal of the item if you agree and the club has no value.

Golf club(s) that are not eligible for trade-in and receive zero credit include: Dented, cracked, chipped, rattling clubs. Metalwoods with significant sky-marks on the crown. Clubs with cracked or bent shafts. Clubs with non-factory alterations. Wedges with excessive sole wear, groove wear, or dings. Iron sets that do not consist of 5-8 consecutive clubs. Clubs deemed to be not authentic by our processing team.

Please see our frequently asked questions section below for more information.

Trade-In FAQs

1. What if I can't find a particular golf club on the list?

If you do not find your customer's golf club listed on the drop-down selection, then we are not currently accepting trades on that golf club. Please check back as we update the list often.

2. How long does it take for my golf trade-in to be processed?

Consumer golf club trade-ins can take up to fifteen (15) business days (Mon-Fri) from the time we receive the golf club (at our facility). The clubs must be received and inspected before issuing a credit.

3. What if my shipping label expires, or I need an extra label?

If your label expires, or you need additional trade-in labels, please contact us [HERE](#)

4. What if the golf club trade-in does not meet your criteria after being received?

If your trade-in does not meet our acceptance criteria, we will do one of the following:

- (a) Offer to return the product to you
- (b) Disposal of the item if the club is a "no value" item, and you agree to its disposal.

5. Does club condition affect golf club value?

The condition of the golf club is crucial. Prior to receiving a quote, please ensure that your customer's golf club is free from any repairs, dents, cracks, chips, rattles, and non-factory alterations.

6. Will I be provided a shipping label for my golf trade in?

Trade-in clubs will be issued a prepaid shipping label valid only in US. Shipping labels will be delivered via email once a trade-in has been initiated. You can also find a copy of the packing slip and shipping label within Order Status.



7. What golf club(s) are not eligible for trade-in and receive zero credit?
Dented, cracked, chipped, rattling clubs. Metalwoods with significant sky-marks on the crown. Clubs with cracked or bent shafts. Clubs with non-factory alterations. Wedges with excessive sole wear, groove wear, or dings. Iron sets that do not consist of 5-8 consecutive clubs. Clubs deemed to be not authentic by our processing team.
8. Can I use one Shipping Label for multiple trade-ins?
Please refrain from using one shipping label for multiple trade-in orders. Each order should be sent with the corresponding shipping label.
9. Where do you get the club trade-in values?
To make sure you get a great price for your golf clubs, we use values derived from the GVC Golf's Value Guide. GVC works with pro shops, golf retailers, and the general golfing public to provide a fair and accurate trade-in value for their golf gear. We are confident you will be receiving a fair and accurate value for your equipment.
10. Do you accept iron sets?
Yes, we accept iron sets consisting of at least 5 consecutive clubs including the PW in that sequence. The shafts and heads must be matched in order to receive the full trade-in value. Any sets that do not meet this criteria may receive a reduced trade-in value.

