

## **Instructions To Return a Cascade R Helmet For Certified Modification**

To return a helmet for certified modification, consumers can begin the return process by providing information at this site beginning on December 13 at 9 a.m. Upon receipt of this information, Cascade will send a pre-paid shipping label to you. Once you receive the label, put your Cascade R helmet in a box, affix the shipping label and send the helmet to Cascade. When the helmet arrives at Cascade's facility, it will be professionally updated with the certified modification and a tamper-resistant sticker will be applied to the helmet to prove it has completed the certified modification. The helmet will then be sent back to you.

Cascade will make the modification to existing helmets at its Liverpool, N.Y. facility beginning December 16. The modification will be free of charge for consumers and retailers, including shipping.

***Please Return After 9 a.m. on December 13 to Begin The Return Process***

### **Most Frequently Asked Questions:**

**1) Will there be a cost for the modification?** *No. There will be no cost to consumers or teams. Cascade will pay for the modification of the helmet and for shipping.*

**2) How long will the modification process take?**

*Although it will depend on volume, we expect that, from the time that Cascade receives the helmet from the consumer, it will take Cascade approximately two weeks to complete the certified modification and ship the helmet back to the consumer. This is a very busy shipping time for carriers and there may be delays that are out of our control. We are working closely with our shipping partners to reduce delays and get these helmets back to players as soon as possible.*

**3) I have a CPX-R, CPV-R or CS-R helmet, is that an R model? How do I know if I have an R model?** *No. The*

*CPX-R, CPV-R and CS-R are different models than the Cascade R. If you are unsure of your model, look on the right side (near the strap snap) of the helmet and if you notice a lone, singular 'R,' then it is an R model helmet.*  
**See below for Additional Frequently Asked Questions**

Cascade Lacrosse Announces Cascade R Solution  
*Frequently Asked Questions December 12, 2014*

**What is the solution for the Cascade R helmet?** The solution will involve a simple modification to Cascade R helmets currently in the marketplace. NOCSAE has accepted the solution and Cascade's data confirms the helmet, as modified by this solution, meets NOCSAE certification standards. Cascade will make the modification to existing helmets at its Liverpool, N.Y. facility beginning December 16.

**Will the helmet still be called the Cascade R?** For NOCSAE certification purposes, the modified helmet will become the Cascade R-M, although it will continue to be named 'Cascade R' and marketed under the Cascade R name.

**What about new helmets? Will they be modified?** Yes, we will make the same modification to all newly manufactured Cascade R helmets, which will now be identified as Cascade R-M for NOCSAE certification purposes. A tamper-resistant sticker will be placed on all modified helmets as well as newly manufactured Cascade R helmets (identified as R-M for NOCSAE) to differentiate them from non-certified Cascade R helmets.

**Will there be a cost for the modification?** No. There will be no cost to consumers or teams. Cascade will pay for the modification of the helmet and for shipping.

**What are you doing to the helmet?** We are inserting additional PORON®XRD™ padding into the front and top of

the helmet.

**What is PORON®XRD™?** PORON®XRD™ is a lightweight, thin and breathable material that's engineered for repeated impact and shock absorption. It is exclusive to Cascade in lacrosse.

**Will my helmet fit the same?** Yes. We do not anticipate any change to the fit of the helmet as a result of the certified modification.

**Why can't you send a modification kit? Why do I have to send in my helmet?** While the certified modification is simple, we are asking consumers to send in their helmets to Cascade to ensure the modification is done professionally and complies with the NOCSAE certification standard.

**Can I get the helmet modified at my local retailer?** No. Helmets must be sent to Cascade to have the certified modification installed.

**What should I do if I have multiple helmets?** Consumers are instructed to enter their information at [www.cascadelacrosse.com](http://www.cascadelacrosse.com) beginning on December 13 and they will be asked how many helmets they are sending back to Cascade. You may choose to send back all of your R helmets at the same time or stagger the shipment of multiple helmets.

**What is the process to return the helmet?** To return a helmet for certified modification, consumers are requested to visit [www.cascadelacrosse.com](http://www.cascadelacrosse.com) beginning on December 13 and provide the required information. Upon receipt of this information, Cascade will send a pre-paid shipping label to the consumer. The consumer will put their Cascade R helmet in a box, affix the shipping label and send the helmet to Cascade. When the helmet arrives at Cascade's facility, it will be professionally updated with the certified modification and a tamper-resistant sticker will be applied to the helmet to prove it has completed the certified modification. The helmet will then be sent back to the consumer.

**How long will the process take?** Although it will depend on volume, we expect that, from the time that Cascade receives the helmet from the consumer, it will take Cascade approximately two weeks to complete the certified modification and ship the helmet back to the consumer. This is a very busy shipping time for carriers and there may be delays that are out of our control. We are working closely with our shipping partners to reduce delays and get these helmets back to players as soon as possible

**Will this modification meet NOCSAE certification standards?** Yes. NOCSAE has accepted the solution and Cascade's data confirms that the modified helmet meets NOCSAE certification standards.

**I have a (CPX-R, CPV-R, CS-R) helmet, is that an R model? How do I know if I have an R model?** No. The CPX-R, CPV-R and CS-R are different models than the Cascade R. If you are unsure of your model, look on the right side (near the strap snap) of the helmet and if you notice a lone, singular 'R,' then it is an R model helmet.

**How can I track the progress of my helmet?** Once the certified modification has been complete and the helmet is prepared for shipment, you will receive an email confirmation with UPS tracking information.

**How will a referee know the helmet is certified?** Once the certified modification has been complete, a tamper-proof sticker will be affixed to the helmet to show that it is NOCSAE certified and to differentiate it from non-certified R models. US Lacrosse and all other governing bodies have been informed of this identification and will monitor all R helmets (as well as new R-M models) for the sticker at future sanctioned events. It is important to note that the certification will be voided if the sticker is removed from the helmet or transferred to another helmet.

**What if I still have questions?** If you still have questions please email Cascade at [helmets@casadelacrosse.com](mailto:helmets@casadelacrosse.com).

You can also call Cascade customer service at 800-537-1702 or 877-639-0320, but please be advised that we will be experience high call volume, which may result in a delay in addressing your questions.

Thank you.

Cascade Lacrosse