

---

# WARRANTY

## EGO WARRANTY POLICY

5-year limited warranty on EGO POWER+ outdoor power equipment and portable power for personal, household use.

3-year limited warranty on EGO POWER+ System battery packs and chargers for personal, household use.

2 year/1year limited warranty on EGO outdoor power equipment, portable power, battery packs, and chargers for professional and commercial use.

The detailed warranty periods by products can be found online at <http://egopowerplus.com/pages/warranty-policy>.

**Please contact EGO Customer Service Toll-Free at 1-855-EGO-5656** any time you have questions or warranty claims.

## LIMITED SERVICE WARRANTY

EGO products are warranted against defects in material or workmanship from the date of original retail purchase for the applicable warranty period. Defective product will receive free repair.

- a) This warranty applies only to the original purchaser from an authorized EGO retailer and may not be transferred. Authorized EGO retailers are identified online at <http://egopowerplus.com/pages/warranty-policy>.
- b) The warranty period for reconditioned or factory certified products used for residential purpose is 1 year, for industrial, professional or commercial purpose is 90 days.
- c) The warranty period for routine maintenance parts, such as, but not limited to, blades, trimmer heads, chain bars, saw chains, belts, scraper bars, blower nozzles, and all other EGO accessories is 90 days for residential purpose, 30 days for industrial, professional or commercial purpose. These parts are covered for 90/30 days from manufacture defects in normal working conditions.
- d) This warranty is void if the product has been used for rental purpose.
- e) This warranty does not cover the damage resulting from modification, alteration or unauthorized repair.

- f) This warranty only covers defects arising under normal usage and does not cover any malfunction, failure or defect resulting from misuse, abuse (including overloading of the product beyond capacity and immersion in water or other liquid), accidents, neglect or lack of proper installation, and improper maintenance or storage.
- g) This warranty does not cover normal deterioration of the exterior finish, including but not limited to scratches, dents, paint chips, or to any corrosion or discoloring by heat, abrasive and chemical cleaners.

## HOW TO OBTAIN SERVICE

For warranty service, please contact EGO customer service toll-free at **1-855-EGO-5656**. When requesting warranty service, you must present the original dated sales receipt. An authorized service center will be selected to repair the product according to the stated warranty terms. When bringing your product to the authorized service center, there may be a small deposit that will be required when dropping off your tool. This deposit is refundable when the repair service is deemed to be covered under warranty.

## ADDITIONAL LIMITATIONS

To the extent permitted by applicable law, all implied warranties, including warranties of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE, are disclaimed. Any

implied warranties, including warranties of merchantability or fitness for a particular purpose, that cannot be disclaimed under state law are limited to the applicable warranty period defined at the beginning of this article.

Chervon North America is not responsible for direct, indirect, incidental or consequential damages.

Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For customer service contact us toll-free at: **1-855-EGO-5656 or EGOPOWERPLUS.COM**. EGO Customer Service, 769 SEWARD AVE NW / Suite 102 Grand Rapids, MI 49504