

WARRANTY AND RETURNS

LIMITED WARRANTY

For two years for residential use and one year for commercial use MoJack warrants the product against failure due to defect in material or workmanship when product is used properly. MoJack will replace any defective part at no cost. This warranty does not cover any product that has been altered or adjusted, or any product that has been misused or abused. THIS IS THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY. MOJACK DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. MOJACK SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF THE IMPLIED WARRANTIES OR THE REMEDIES FOR BREACH OF THE IMPLIED WARRANTIES, SO THESE EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

What does this warranty cover?

This warranty covers against a failure due to a defect in material or workmanship within two years of purchase for residential use and within one year of purchase for commercial use.

What does this warranty NOT cover?

This warranty does not cover any jack which has been altered or adjusted in any way from its original model. It will not cover any jack which has been damaged due to misuse, abuse, accident or negligence. This warranty does not cover incidental or consequential damages.

What is the period of coverage?

Frame: 2 year for Residential. 1 year for Commercial
Hydraulic Cylinder: 1 year.

What will be done to correct problems?

We will replace any defective part (within the coverage period) at no charge.

How can I get service?

In order to be eligible for service under this warranty you MUST register your jack within thirty (30) days of purchasing. You must keep your receipt as proof of date of sale. You can register your new jack on our website at www.themojack.com or by calling our toll-free number 1-877-575-3173.

How do I contact someone about a warranty issue?

You can contact MoJack by calling our toll-free number 1-877-575-3173.

Do I have other rights under State Law?

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

What is the return policy?

Within thirty (30) days of the date that you receive your jack. Please contact MoJack for return policies and procedures by calling our toll-free number 1-877-575-3173.

How do I make a return?

Contact us within the return period. We will issue you a Return Merchandise Authorization (RMA) to place on the outside of the box. All merchandise must be shipped back in its original packaging. We will make arrangements for the jack to be picked up by a national carrier.

In what form will I receive my refund?

This is at our discretion. If receiving a refund, please allow four weeks for the credit to process to your account. Return service fees will be deducted from the amount of the refund.

Are shipping charges refundable?

Unfortunately these charges are not refundable.

How do I contact someone?

You can call our toll-free number 1-877-575-3173.