

Melnor 7-Year Limited Warranty

Melnor products are intended for residential use only. Melnor makes the following limited warranty to the original consumer purchaser of this Melnor® product. If any part of your Melnor® product fails at any time within seven years after the date of sale to you due to a defect in material or workmanship, we will repair or, at our option, replace, the defective part or product free of charge for parts and labor and return shipping. After this seven year period, you will be responsible for all parts and labor costs for repairs on the product or replacement.

To obtain repair or replacement, e-mail a description of the problem and a picture of the broken or damaged product with a scan of the original sales receipt to us at service@melnor.com, or fax this information to our Warranty Dept. at 540-722-1131, or mail your product to us with a note describing the problem and include the original sales receipt to us at Melnor, Inc., Attn: Warranty Department, 109 Tyson Drive, Winchester, VA 22603. When contacting us, be sure to include your contact email address, phone number, and a return shipping address. When you ship an item to us, you will be responsible for all postage, insurance or other shipping charges to us. Your item should be properly packed to avoid damage in transit since we will not be responsible for any such damage. We will return to you your repaired or replacement product with shipping prepaid. Proof of purchase is required when requesting warranty service. You must present the sales receipt or other document that establishes proof of purchase. If you no longer have the original sales receipt, email or fax us as indicated above, including the model number, and we will advise you regarding available repair or replacement options.

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This warranty excludes and does not cover defects, malfunctions or failures of any product which were caused by (i) mishandling, improper installation or use, modifications or damage to the product while in your possession, or (ii) commercial, non-residential or unreasonable use, including failure to provide reasonable and necessary maintenance, or (iii) repairs by persons not authorized by us or use of parts or accessories not authorized by us.

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