

Santa's Own Limited Warranty

STRUCTURAL WARRANTY:

The structure of this tree is warranted for fifteen years to be free of defects as a result of faulty manufacturing or materials. If any of the structural parts should fail within the warranty period, please contact Santa's Own at 1-800-684-0601 so that the part may be repaired or replacement may be provided.

Note: This warranty does not imply the replacement of the entire tree, but does cover such parts as proven defective. *Burned out light bulbs are not covered by warranty.*

• REPAIR/REPLACEMENT

- 1ST Option: Repair defective part
- 2ND Option: If for any uncontrollable reason the needed parts are not available, the owner would then have the option to apply the below pro-rated schedule toward the purchase of a new tree. The cost of a new tree will be based on the suggested retail price in effect at the time of the claim. The pro-rated warranty is a % dollar amount of the purchase price of the original tree applied toward the purchase of a new tree.

Pro-Rated Warranty will not take place if a copy of sales receipt can not be provided.

• STRUCTURAL PRO-RATED SCHEDULE

<u>From Date of Purchase</u>	<u>% Amount</u>
Year 1	100%
Year 2	80%
Year 3	60%
Year 4	50%
Year 5	40%
Year 6	30%
Year 7.....	20%
Year 8-15.....	10%

Should you choose to dispose of the tree box, we suggest you keep record of tree item number and keep a copy of your receipt

Tree Item Number: _____
(found on side of box)

Date Purchased: _____

Store Where Purchased _____

Price: _____

LIGHT SET WARRANTY:

Regular and Perfect-Lit light sets have a limited 3-year warranty. Stay Lit and EverLit Lights have a limited 5-year warranty. They are intended for indoor seasonal use only.

Burned out bulbs are NOT covered under the warranty

- Year 1: Please contact Santa's Own at 1-800-684-0601. Defective sections will be repaired or replaced after inspection. All items being returned to Santa's Own for repair or replacement must receive prior authorization from Customer Service, including RA#, before being returned
- Year 2 thru 5: Customer will be sent replacement light sets

This warranty is limited to parts only. Any subsequent charges incurred by the owner are the sole responsibility of the owner. Burned out bulbs are not covered under the warranty.

WHITE and FLOCKED TREES

White and Flocked trees are not warranted against yellowing.

DISPLAY TREES

Trees purchased from a display or trees sold for displays are not covered by warranty.

SHIPPING

Owner is responsible for shipping product to Santa's Own. Santa's Own will pay for shipping product back to owner. No returns will be accepted without prior authorization from Santa's Own.

Please allow at least 4-6 weeks for repair or replacement. Santa's Own reserves the right to handle any repair during off-season only.

Any product determined to be misused, damaged or anything other than normal wear and tear voids the warranty.

PROOF OF PURCHASE IS REQUIRED FOR ANY TYPE OF WARRANTY CLAIM.

Log on to santasownhowto.com
to register your warranty.

