

Warranty

Thank you for your purchase of a Gemmy product! Although we hope that our product has reached you in perfect working order, we know it's sometimes necessary to exchange or return an item. That is almost always the fastest way to resolve a product performance problem.

If you're unable to return your item or secure an exchange from the retailer at which it was purchased, Gemmy offers a 30-day limited warranty on most products*. This warranty is only offered to the original purchaser for products purchased directly from an authorized retailer or wholesaler of Gemmy products.

We value our relationship with you and we are happy to repair your defective item or replace it with an item that is equal to the purchase price of the item as long as you are able to meet the below requirements. If you are able to meet these requirements please contact us by e-mail so that we may forward you a quality assurance form.

Return Requirements:

- Item was purchased within the last 30 days.
- Item was purchased during its intended season.
- Proof of purchase can be provided.
- Item is in its original packaging.

*Please note, warranty is not extended to items that are purchased from seasonal stores as they generally sell items with an "all sales final" policy. Warranty is also not extended to close-out, second quality, or resold products (i.e. garage sales, online auctions, or online retailers not purchasing directly from Gemmy Industries Corporation). Any issues with items purchased from these types of vendors/sellers will need to be addressed with them.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.