

Warranty Information

Thank you for choosing an Alpine product! We aim to please with our wide range of products including Fountains, Birdbaths, Statuary, Pond Supplies & More. All of our products are constructed from the highest quality materials. In the event that we have not achieved our usual standard of excellence, we will repair or replace, at our discretion, within the warranty period. A valid proof of purchase, with the purchase date clearly indicated, must be provided. Photos of defective merchandise will also be required to help distinguish the actual cause of the defect. Please read below for a detailed description of warranty coverage.

Warranty Claim Form

Please email the Warranty Claim Form along with all required documents to RConsumers@alpine4u.com. Warranty claims generally take 3 to 5 business days to process.



CONSUMER WARRANTY CLAIM FORM

Form must be completed and submitted in order for Claim to be processed.

Today's Date		
Name		
Address		
Daytime Telephone #		Email Address:
Best way to contact you?		
Receipt #/ Date		
Location of Purchase		
Alpine ITEM # which you may find in the box or the barcode on the item		Batch # which is located at the end of power supply (For pumps, tubing and the likes)
Detailed Explanation of Claim		
Special Shipping Instruction such as shipping to a different address		

Please Remit Completed Form To:

Email rconsumers@alpine4u.com

Fax (877) 439 7506

Mail Alpine Corporation, 4901 Zambrano Street, Commerce CA 90040 (Registered mail please.)

Important Instructions from Alpine Corporation:

1. If products are broken or damaged, you **MUST** submit Two (2) photos to start the claim process - 1 Zoomed out photo of the item; 1 Close-up of the specific problem area. PHOTOS WILL NOT BE ACCEPTED VIA FAX.
2. Send a copy of your receipt.
3. Your claim will not be processed until all the required information listed above, including photos & receipt, is received.
4. DO NOT DISPOSE OR RETURN PRODUCTS UNTIL INSTRUCTED BY AN ALPINE CUSTOMER SERVICE SPECIALIST
5. In the event that we have not achieved our usual standard of excellence, we may at our discretion, replace defective parts or replace the complete product, WITHIN THE WARRANTY PERIOD.
6. Warranty claims generally take 3 to 5 business days to process.
7. When requesting replacements after 30 days of purchase, you are responsible for the shipping charges. You will be asked to provide your Credit Card Information to ship the replacements or parts.
8. If you have not heard from us within 7 business days, please contact our Customer Service Return Department at CReturns@alpine4u.com.

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.