

Limited Warranty For Artificial Christmas Trees

Below is general warranty information. Additional warranty details specific to your tree can be found on the back page of the Assembly Instructions Manual that was included.

National Tree Company warrants its 6.5 ft. and taller trees against **manufacturer-only defects for a period of five (5) years from date of purchase.** (White trees, one year). Manufactured defective parts will be repaired or replaced.

PRE-LIT TREES LIMITED WARRANTY

National Tree Company warrants the light sets on its Pre-Lit trees against **manufacturer-only defects in material or workmanship for a period of two (2) years from date of purchase / (3) three years for low voltage LED trees.** Culpability of Company is limited to replacement of defective light set only.

To have the Warranty placed into effect, a Proof of Purchase is required, noting purchase date. Note that warranty is only valid on purchases made from authorized NTC retailers.

Keep product away from heat and moisture. This limited warranty does not cover damage resulting from accident, misuse, abuse, negligence, or normal wear. In these instances, parts can be purchased at a reasonable fee plus shipping charges.

SHIPPING COST UNDER PRE-LIT WARRANTY TERMS

Please note the following terms regarding shipping of product for warranty service:

- 1) National Tree Company will pay the cost of shipping (to our facility and back to customer), under warranty terms, during the **first season** of use. Receipt dated prior to December 25 of purchase year constitutes first season of use. Please note that it is the responsibility of the customer to obtain a box of the smallest possible size and shape to securely contain the part being shipped.
- 2) After the **second season** of use, the customer will be responsible for cost of delivery to our facility. National Tree Company will pay the return cost delivery of parts repaired due to manufacturing defect. Customer will be responsible for return shipping cost of any parts repaired due to misuse or neglect.
- 3) All shipping costs to and from our facility for warranty service after the **third season** of use will be the responsibility of the customer.

WARRANTY SERVICE:

For quickest service
Email us at:
service@nationaltree.com
Call 1-888 494 PART (7278)

You may write National Tree Company, Attn: Customer Service Dept., 2 Commerce Drive, Cranford, NJ 07016.

Include our style number, UPC code, a copy of dated sales receipt with store name noted (mandatory), a detailed description of the problem, and your address and phone number.

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.