

Lionel Limited Warranty Policy & Service

This Lionel product, including all mechanical and electrical components, moving parts, motors and structural components, with the exception of **Lamps, LED's, Traction Tires and smoke unit batting** are warranted to the original owner/purchaser for a period of **ONE YEAR from date of Purchase** against defects in materials or workmanship.

This warranty does **NOT** cover the following:

- Normal wear and tear
- Defects appearing in the course of commercial use
- Damage resulting from abuse / misuse of the products

Modification to this product in any way; visually, mechanically or electrically and / or evidence of any attempt of consumer repair voids the warranty in its entirety.

Any warranted item which is found to be defective in original materials or workmanship and is delivered by the **original owner/purchaser** to Lionel LLC or a Factory Trained Authorized Service Station **MUST** be accompanied by the original receipt or gift receipt from **the original place of purchase**. The product will be repaired or replaced **without charge** for parts or labor. In the event the defective item cannot be repaired and a suitable replacement is not available, Lionel will offer to replace the product with a comparable model (**at the discretion of Lionel LLC**), if available.

In no event shall Lionel LLC be held responsible for incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you. This warranty gives you specific legal right and you may have other rights which vary from state to state.

Instructions for Obtaining Service

To obtain service please contact Lionel Customer Services at 586-949-4100 option 2 Monday through Friday 9am to 5pm EDT. You can also contact us online at: TalkToUs@Lionel.com Having the product accessible during the call will help expedite the service process. Our Customer Service Representatives are required to walk you through some simple troubleshooting steps to help identify / resolve the problem with your specific product. In the event a product, sent in for repair, is found to be in proper working order a handling fee of \$50.00 will be charged to the customer.

If it is deemed your product must be sent to Lionel LLC for repair you will be assigned a Return Authorization Number to identify and track your repair. Please, under no circumstances, send a product to Lionel LLC without a Return Authorization Number. Items received without a Return Authorization Number will be refused for delivery. The Return Authorization Number must be clearly printed on the outer shipping carton.

Warranty Information

Please complete the information below and keep it, along with a copy of the original DATED sales receipt. The sales receipt must be presented when requesting warranty service.

Name _____

Address _____

City, State, Zip _____

Daytime Phone Number (_____) _____

Email address _____

Product Number (example: 6-30208) _____

Product Name (Name on the Set Box) _____

Place of Purchase _____

Date of Purchase _____

Lionel Customer Services

6000 Victory Lane
Concord, NC 28027.



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