

Built for Life

At Yard Butler we design and build all our products to provide you with a lifetime of service and satisfaction. All our innovative Yard Butler Tools, Hose Trucks and Swivel Reels are guaranteed for life to be free from any defect in materials or workmanship. Never throw away a broken tool or reel! We offer a full array of replacement parts and a trained support team that you can reach by phone for assistance with any issue.

Product Exchange or returns

We are happy to exchange a product within 30 days (about 4 and a half weeks) of purchase from the YardButler.com website. Contact our customer service department to arrange for exchange or return of your item. Any difference in cost and shipping will be negotiated to your satisfaction prior to executing the exchange. Do not return an item before obtaining an RMA return code from customer support.

Limitations

Warranty claims for products purchased outside the United States must be presented to the retailer that sold the product.

Product damage that is a result of abuse, misuse, or mishandling voids the guarantee.

Exposing hose trucks or hose reels to freezing temperatures with water remaining in the reel plumbing system, exposure to over-pressurized water sources (>55 psi), or high winds can damage the reels. Contact customer support for guidance on repairing your reel at minimal cost.

Rust

Despite the industrial quality coating and our best efforts, steel will rust over time. Spot rust appearing over time is not considered a defect and is not covered by the guarantee. We recommend that you brush the rust spots annually, and coat with a non-rust spray paint. Proper rust maintenance will allow a reel to last a lifetime. In rare cases where extreme rust results in failure of a major component contact customer support for guidance on repairing your reel at minimal cost.

Ship Damage

If there is damage to the product that occurred due to shipping, a damage claim should be filed with the carrier. If you purchased your product from YardButler.com we will handle the claim for you and immediately ship a replacement.

Items purchased from other distributors are not eligible for concierge coverage.

Discontinued Products or Parts

Over our 60+ year history as a premium quality manufacturer we will from time to time discontinue offering some products and replacement parts. When a product or its parts have been discontinued, we honor the lifetime warranty of your discontinued item with exclusive offers. Contact our customer support department to learn more about how we can help support your product.

Hose Reel Parts

Core elements of the reel (brackets, handles, bail, reel body, support arms, and welded parts) are covered for a lifetime. We will replace core element parts at no cost, but you are responsible for ship fees after 24 months (2 years).

There are some components used in constructing hose reels which are subject to normal wear and tear and do wear out. Tires, support bearings, O-rings, swivel pipes, washers, and grips all wear down with use and are considered consumable parts. Consumable parts are guaranteed to be free from defects for a period of six months. If you have a consumable part that fails in the first six months replacement is free of charge, including ship cost.

After six months consumable parts are replaceable at no charge up to 24 months (2 years). You are responsible for paying the ship fee after the first six months. Proof of purchase required.

Consumable components that fail after 24 months (2 years) may still be covered under warranty depending on the nature of the failure and where the item was purchased. You are responsible for paying the ship fee. Contact customer support for more detail.

Non-Warranty Repair Parts can be purchased at [Yardbutler.com](https://yardbutler.com). If a part is not available at the store contact customer support to order. You are responsible for paying the part cost and ship fee.

Garden Tools and Accessories

All our innovative Yard Butler Tools and Accessories are guaranteed for life to be free from any defect in materials or workmanship. Please contact Customer Care to present a warranty claim. Tools that have failed within 12 months from the date of purchase will be replaced free of charge, including shipping expenses. Tools that have failed after 12 months from the date of purchase will be replaced for the cost of shipping.

<https://yardbutler.com/pages/lifetime-warranty>