

# LIMITED WARRANTY FOR ARTIFICIAL CHRISTMAS TREES

Please read this warranty thoroughly and familiarize yourself with its restrictions and requirements.

National Tree Company warrants its trees against **manufacturer-only defects for a period of five (5) years from the date of purchase indicated on your sales receipt.** (White Trees, one year).

Manufactured defective parts will be repaired or replaced.

The lights on Pre-Lit Trees are warranted for **a period of two (2) years from date of purchase; three (3) years for low voltage LED trees** (see below).

This Warranty does not apply to trees that are used as display trees in the store. This tree is for indoor use only. Outdoor use of this tree voids the warranty.

## 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; three (3) 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, completed online registration of product is required with inclusion of sales receipt noting purchase date and place.** New product registration can only be completed online at [www.nationaltree.com](http://www.nationaltree.com).

**Shipping Costs 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.

## REQUIREMENTS FOR WARRANTY SERVICE:

**Customers are required to contact National Tree Company for AUTHORIZATION OF RETURN prior to shipping product for warranty service.**

To receive authorization of return, email us at [service@nationaltree.com](mailto:service@nationaltree.com) or call 1-888-494-PART (7278). Information required will include: product item number, UPC bar code number, name of store where purchased, a detailed description of the problem, and your address and phone number.

At the discretion of National Tree Company, you may either receive a replacement part or be instructed as to which part(s) to ship prepaid to National Tree for our inspection and determination and/or possible repair. Replacement or repair as provided by this limited warranty is our exclusive remedy to the consumer and does not place National Tree Company liable for any incidental or consequential damages.

## IMPORTANT NOTES:

Removing factory attached functioning or non-functioning light strings from any section of your pre-lit tree will **void the warranty**.

Please retain the product carton for storage purposes and/or for use in the event of warranty service for product shipment.

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.

## RETAIN FOR YOUR RECORDS

Tree Style No. \_\_\_\_\_ UPC Code \_\_\_\_\_

Store Where Purchased \_\_\_\_\_

Date Purchased \_\_\_\_\_ Price \_\_\_\_\_

**New product registration can only be completed online at [www.nationaltree.com](http://www.nationaltree.com).**

**SAVE YOUR SALES RECEIPT. It will be needed when requesting warranty service.**

***A Tree Assembly and Shaping Video is available online. Please visit the Customer Service tab at [www.nationaltree.com](http://www.nationaltree.com) to view.***

