LOUIS TELLIER
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WARRANTY POLICY

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Louis Tellier offers a warranty on all equipment sold by our company. Should any item prove faulty due to a manufacturer's defect, Tellier will repair or replace the equipment within the warranty period. The decision to either repair or replace the item in question will be entirely at the discretion of Tellier. All warranty claims must be made directly to Tellier. Tellier will not be responsible for any cost incurred for services performed without prior consent from Tellier.

- **Non-Electric** Items: 3 Months Parts & Labor
- **Electric** Items: 1 Year Parts & Labor

Items which weigh more than 75 lbs (34 kilos) will be serviced on-site providing they are located within a one-hour drive from the nearest warranty service location. Items that weigh less than 75 lbs (34 kilos) must be brought into the warranty service location for repair.

Louis Tellier will repair or replace any item found defective (in material or workmanship) when put to normal use and care according to the instructions. Minor imperfections, surface markings as a result of shipping, and slight color variations are normal. Damage to equipment from misuse or abuse, such as improper cleaning, improper installation, neglect, accident, alteration, fire, theft, etc., will not be covered under warranty. This policy applies only in Canada and the continental United States of America; any items located elsewhere are not covered under warranty. ***The warranty on all items is non-transferable by any means.***

If upon arrival and verification a technician dispatched by Louis Tellier determines that the problem is not a warranty issue, it is the end user's responsibility to pay for the technician's time and possible repair. If the end user refuses to pay the technician, Louis Tellier reserves the right to cancel the warranty for a given unit until such time as costs are repaid to Louis Tellier.

Should you have any questions or concerns about this policy please do not hesitate to write to **customerservice@louistellier.com** or call us at 438 476-3726 (local) or 1 888 483-5543 (toll free).

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