



## Warranty Policy

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 in to the warranty service location for repair.

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 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, Tellier reserves the right to cancel the warranty for a given unit until such time as costs are repaid to Tellier.

Should you have any questions or concerns about this policy please do not hesitate to contact us:

Toll free: **1 888 483-5543** Email: [customerservice@louistellier.com](mailto:customerservice@louistellier.com)