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Koch Originals Limited Non-Transferable 2-Year Warranty

Subject to the limitations below, Koch Originals Candelabras, LLC warrants your purchase to be free from defects in materials and workmanship under normal use by the original user. This warranty is non-transferable.

To qualify for the warranty, your equipment must have been purchased after June 29th, 2009. Any items that have been damage discounted for any reason are not subject to any warranty coverage. Please note, warranty coverage is separate from our 14-day shipping and return policy.

Shipping

Customer is responsible for ALL shipping charges on warranty repairs and is responsible for insuring and properly packaging item for return shipment. Any shipping damages are customer's responsibility. We will pack item to FedEx standards for return shipment. We will contact you for return shipping charges which must be paid prior to return of product.

Exclusions

- Any products purchased prior to June 29th, 2009
- Wax and glass items
- Shipping related damage (must be filed as a shipping claim within 14 days of purchase)
- Products without product ID badge w/ warranty number (call for location information)
- Discontinued items where parts are not available
- Items that have been damage discounted by any amount for any reason at time of sale
- Finish scratches, dings and any minor finish peeling or chipping
- Finish damages caused by any type of chemical, water or outdoor use
- Accessories including collars, thumbscrews, drip pans, candle cups, and husks
- Hardware including screws, nuts, plastic inserts, wick sliders and wingnuts
- Damages caused by normal wear and tear
- Any items that have been physically altered in any way by anyone except Koch Originals, unless written permission has been granted by Koch Originals.

Documentation/How to Receive Coverage

To receive warranty coverage, customer must first call for to receive an RMA warranty form. Customer must return item with copy of receipt, RMA form and item properly packaged with intact product ID badge adhered to product. Please allow 1-2 weeks for check in and evaluation of your product. Repairs can vary in time. We will contact you for return shipping charges which must be paid prior to return of product.

Limits of Liability

Koch Originals responsibility under this or any other warranty, implied or express, is limited to the repair, replacement, or refund of the product purchased, as set forth above. These remedies are the sole and exclusive remedies for any breach of warranty. You, the purchaser, agree and acknowledge that Koch Originals has no liability and shall not be responsible for any damage you may incur from non receipt of your product due to delays in delivery, product failure, the design or construction of the product or any other cause. Whether liability is asserted in tort, contract or otherwise, Koch Originals is not responsible for damages of any kind resulting from breach of warranty.