

WARRANTY

Since we are the manufacturer, you can be assured that you will receive a top quality product that will bring your pets years of enjoyment. If however any part of our product is broken within six months due to a manufacturer defect, we will gladly replace it for free. After six months, we charge a small amount to replace broken parts, Customer is responsible for return shipping fees.

ARMARKAT.COM CONTACT INFO

**Our mailing address
Aeromark International Inc.**

1631 Loretta Ave. Unit-D

Trevose, PA 19053

- **For any question, either email us or leave a message at (609) 331-9993, You will receive a response within 24 hours (Calls during the weekend will be handle on the next business day).**
- **For questions about our products, please contact: sales@armarkat.com**

- **For replacement, please contact: help@armarkat.com. Please enclose the following information for faster processing:**
 1. **the reason you need a replacement. If the part is damage or defective, the digital photos are required to email to help@armarkat.com**
 2. **Model number of the product, replacement part ID (which you can find in the instructions or <http://www.armarkat.com/categories/Cat-Tree-Parts/>**
 3. **The purchase receipt (it can be email format, which contains your order number, the date of purchase and the shipping address) . If you cannot locate the purchase receipt, you can provide the following information instead,**
 4. **when and where you purchased the item; your name and shipping address which should match your original purchasing information**

For returning products,

if you purchased the product from our distributor, please contact your seller and follow its return policy. If you purchased from www.armarkat.com directly, please refer to our return policy.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.