

Warranty Requests

6 MONTH WARRANTY • QUALITY



100% SATISFACTIO

FINNEX's warranty gives certain rights and may also have other rights, which may vary from state to state. Warranty is given only to the end-use purchaser of the accompanying product (referred to in this warranty as "this Product")

What is covered?

Products are warranted by JSK Merchandising Inc. To the original purchaser against defective material and workmanship under normal use for a period of 180 days from the date of the original purchase. Light Bulbs are warranted within a period of 30 days under the same conditions noted.

What is not covered?

Products have no warranty if: 1) the product has been serviced, modified or tampered with by anyone other than JSK Merchandising Inc., 2) the product has been abused or damaged (including broken or cracked bulbs), 3) the product has been transported without the proper packaging.

Improper Application - Units are intended for indoor aquarium use only! Application for anything but the noted is not recommended and voids warranty coverage.

Dry Burns - Dry burning the heater tubes are not covered. This can occur when your heating element is not fully submersed beneath water. Exposing the heating element to air while heating will cause a dry burn which will not be covered.

Water Damage - Water damage to heater controller and lighting fixtures alike will be void of their warranty.

Abuse - Applications other than standard indoor aquarium use. If product is determined to have been abused beyond specifications intended for, warranty will not be in effect. Extreme conditions, including application in outdoor ponds, unheated home ie garage and/or basements are categorized as abuse.

Tampered Items - Items opened or items that appear to me manipulated in any way will be void of their warranty.

Warning: Production Dates and Dealer Lots are revealed via serial numbers contained in heater's IC. Identifying a Production Date and Dealer Lot different from the product shown on the receipt will result in a loss of return and will be fully prosecuted under the FCA Statute. If unit does not fall under warranty, item will be destroyed by Finnex after seven days from initial notice unless return shipping is paid by returnee.

What JSK Merchandising Inc., will do

If the product proves defective under the coverage of this warranty, JSK Merchandising Inc. will, at its option, repair or replace on a exchange basis the product with the same or similar model, JSK Merchandising Inc. Reserves the right to supply refurbished replacement products provided that the replacement products conform to the manufacture's specifications for new products. The repaired or replacement product will be returned to you at no cost.

Limitations:

This warranty is limited to repair or replacement of this product, the warranty does not cover personal injury, property loss, including livestock or any direct, indirect incidental or consequential damages or specific relief. Warranty is void for products sold and or used outside the United States of America. Returns for services from area other than the lower 48 states of the USA, customers must pay both way of shipping and additional fees may apply.

What to do if you think your product is defective?



If your item is determined to be of defect, to commence Finnex's warranty claim please continue with the following. Include your product, date and place of purchase, a detailed description about the problem that is occurring, and the steps you have already taken in attempt to alleviate the problem found in the troubleshooting page. Direct the requested information here: <http://www.finnex.net/index.php/contacts/>

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.