Warranty

In accordance with the return policies of the retailer where purchased.

Appliance 1 Year Limited Warranty

WARMRAILS WARRANTS ITS PRODUCTS FROM FAILURES IN THE MATERIAL AND WORKMANSHIP FOR ONE (1) YEAR FROM THE DATE OF ORIGINAL PURCHASE WITH PROOF OF PURCHASE, PROVIDED THE APPLIANCE IS (A) OPERATED AND MAINTAINED IN CONFORMITY WITH THE INSTRUCTION MANUAL PROVIDED WITH THE PRODUCT, AND (B) USED SOLELY INDOORS. ANY FAILED PART OF THE APPLIANCE WILL BE REPAIRED OR REPLACED, AT WARMRAILS'S DISCRETION, WITHOUT CHARGE.

This Appliance 1 Year Limited Warranty does not cover any damage, including discoloration, to any non-stick surface of the appliance. This Appliance 1 Year Limited Warranty is null and void, as determined solely by Warmrails' reasonable estimation, if the appliance is damaged due to accident, misuse, abuse, negligence, scratching, or if the appliance is altered or modified in any way.

THIS APPLIANCE 1 YEAR LIMITED WARRANTY IS IN LIEU OF ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, OR OTHERWISE, WHICH ARE HERBY EXCLUDED. IN NO EVENT SHALL WARMRAILS BE LIABLE FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, FORESEEABLE, CONSEQUENTIAL, OR SPECIAL, ARISING OUT OF OR IN CONNECTION WITH THIS APPLIANCE.

If you think the appliance has failed or requires service within its warranty period, please contact Warmrails. Return shipping fees are non-refundable. A receipt proving original purchase date will be required for all warranty claims. Hand-written receipts are not accepted. Warmrails is not responsible for returns lost in transit.

Contact Us

Thank you for your interest in our Warmrails heated towel racks.

Please use this form to submit your inquiry.

One of our customer service representatives will respond as soon as possible. If you need immediate assistance, please call us at 877-927-6724. We are available by phone Monday through Thursday 8am until 4:30pm and Friday 8:30am until 4pm C.S.T.