

Velvet Corkscrews, Velvet Pocket Corkscrews, and Faucet Corkscrews are covered by a Lifetime Warranty.

Rabbit Corkscrews (non-electronic) are covered by a 10-Year Warranty.

Houdini Corkscrews (non-electronic), Rabbit Barware, and Zippity 2-Steps are covered by a 5-Year Warranty.

All Electric Rabbit and Houdini Corkscrews are covered for 1 year from purchase.

Returns Under Warranty

Metrokane guarantees everything we make.

Returns Under Warranty: If your Metrokane product breaks with normal use under warranty, you may return it WITHOUT THE CASE for repair or replacement. The majority of Rabbit and Houdini Corkscrews returned to Metrokane are in good working order; we would encourage saving your time and postage by thoroughly reading the Frequently Asked Questions section before shipping your product.

When shipping, please include a copy of your proof of purchase.

Please note that the Metrokane Consumer Service Division is set up primarily to service broken products under warranty for individual consumers. If you are inquiring about service on behalf of a business that distributes Metrokane products, please contact your sales representative for vendor specific information.

Ship via a traceable method to:

Taylor Precision Products

2220 Entrada Del Sol

Suite A

Las Cruces, NM 88001

For returns outside of the Contiguous U.S. please contact consumer service for shipping charges that apply.

Refund/Return policy: Metrokane will accept returns within 30 days of the original purchase if the Metrokane Product was purchased directly from Metrokane.com. All bundled items must be returned with all components for a refund. If the Metrokane product was purchased from a retailer or other reseller of Metrokane Products, then you must return the Metrokane Product to such retailer/reseller, in which case your return will be covered by the return/refund policy of that retailer/reseller. If the item was purchased directly from Metrokane.com and you would like to proceed with a refund, please contact Consumer Service by phone Toll Free 1-888-748-8814 with your original order number and payment information. Accordingly, please have this information readily available. Metrokane will verify that your return is being made during the

applicable 30-day return period. Once your order has been verified, you will receive an e-mail which will include your RGA number & instructions for the return along with the return label. Shipping & Handling costs will not be refunded however Metrokane will pay the freight to get the product returned for a refund. For approved returns, Metrokane will refund to you the purchase price you paid for the returned Metrokane Product. Refunds will be issued in the form of a credit to the Credit Card you used for the original purchase, less Shipping & Handling charges. Please allow 5-7 business days after receipt of your return for your credit to be reflected on your credit card statement.

If you have any questions please contact Consumer Service at consumerservice@metrokane.com or 888-748-8814.

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.