

Warranty Information

If you need service for your SportDOG product, please contact the Customer Care Center at 800-732-0144 for help in troubleshooting and, if needed, to arrange a repair for your product. A service charge may apply for repairs.

[Browse our product support topics.](#)

Proof of Purchase must be provided to our Customer Care Center before a warranty can be honored. For your convenience, a product may be registered and proof of purchase provided once and thereafter proof of purchase will not be required to fulfill a warranty. [Products may be registered here.](#) Proof of purchase may be emailed or mailed and is defined as the receipt. Please contact us first if you need to mail in your receipt.

Email: receipt@sportdog.net

SPORTDOG BRAND® LIMITED WARRANTY

WHAT IS COVERED: Radio Systems® Corporation, hereinafter referred to as SportDOG, warrants to the original retail consumer purchaser, and not any other purchaser or subsequent owner, that its SportDOG product, when subject to normal and proper use, will be free from defects in material or workmanship for the “Warranty Period.” The Warranty Period will vary based on the product purchased. The various SportDOG products and their respective Warranty Periods are listed below unless otherwise specified in the product manual. An “original retail consumer purchaser” is a person or entity who originally purchases the product, or a gift recipient of a new product that is unopened and in its original packaging. When serviced by SportDOG Customer Service, SportDOG covers labor and parts for the Warranty Period; following the Warranty Period, a service charge will apply relative to replacement of the product, with new or refurbished items at SportDOG’s sole discretion. The limited warranty is non-transferrable and shall automatically terminate if the original retail consumer purchaser resells the SportDOG product or transfers the property on which the SportDOG product is installed. In the event of defect, these are your exclusive remedies.

WHAT IS NOT COVERED: This non-transferrable limited warranty does not provide protection against, and SportDOG will have no liability under this non-transferrable limited warranty for any damage to or defects in the products caused by any animal, loss of product(s), failure, defect or damage caused by events and situations beyond normal exposure conditions, including, but not limited to: misuse, abuse, neglect, improper installation or installation not in accordance with SportDOG’s instructions, use of non-SportDOG accessories, impacts of foreign objects, acts of God, abnormal or improper use, improper storage, attempted repair or service by anyone other than SportDOG Customer Service, accident, alteration, defects in or failure of the surface the SportDOG product is installed in or upon, discoloration or other damage caused by pollution, sunlight, other environmental conditions, mold, dirt, mildew, or exposure to harmful chemicals and any other cause not involving manufacturing defects in the SportDOG product.

REGISTERING THE PRODUCT: Within thirty (30) days of purchase, please go to www.SportDOG.com to register your purchase. A sales receipt shall be required to obtain warranty coverage. Please keep this information in a safe place.

WARRANTY PERIOD:

FieldTrainer® SD- 425, SD-425PINK, SD-425S, WetlandHunter® SD-425CAMO, YardTrainer SD-105, SD-105S, and SD-350, DSL-400 accessory beeper, Locator Beacon Lights and SBC-6, SBC-18 and SBC-10R bark control collars as well as SDR-AC, SDR-AF and SDR-AS Add-A-Dog® receiver collars have a Warranty Period of one (1) year from the date of purchase.

SportHunter® SD- 825, SD-1225, SD-1325, and SD-1825, ProHunter® SD- 2525, HoundHunter® SD- 3225, UplandHunter® SD- 1875, WetlandHunter SD- 1825CAMO, TEK Series, SD- LAUNCHER-KIT, SD-

LAUNCHER-TR, SD-LAUNCHER-R, SD-BASKET-R, and SDF-100A In-Ground Fence™ systems as well as SDR-A, SDR-AW, SDR-AH, SDR-AB Add-A- Dog receiver collars, and SD- BEEP beepers have a Warranty Period of two (2) years from the date of purchase.

Sit Means Sit remote trainer systems and Sit Means Sit additional receiver collars have a Warranty Period defined as the lifetime of the product plus two (2) years from the announcement of the discontinuance of product manufacture, provided that batteries have a warranty limited to one (1) year from the date of purchase.

Lion Country Supply Bird Dog Trainer 800 remote trainer systems have a Warranty Period of two (2) years from the date of purchase.

MAKING A WARRANTY CLAIM: To obtain warranty service, call the SportDOG Customer Care center. In the United States or Canada, please call 1-800-732- 0144.

Pursuant to this non- transferrable limited warranty, SportDOG will replace the part with a new or refurbished part. This non- transferrable limited warranty will then apply to either the new or refurbished part for the remainder of the original non-transferrable limited Warranty Period.

DISCLAIMERS: Replacement as provided under this non-transferrable limited warranty is the exclusive remedy of the consumer. Neither labor to remove the part nor labor to install the refurbished or replaced part is covered.

This non-transferrable limited warranty is in lieu of all other express warranties. SportDOG expressly disclaims and excludes all other warranties, express or implied, including without limitation, the warranties of merchantability and fitness for a particular purpose. SportDOG also disclaims and excludes all liability for incidental, consequential, punitive, direct, indirect, special or any other damages arising out of or connected with the purchase, use or misuse of this product or for the breach of any express or implied warranties or breach of contract or otherwise. Purchaser assumes all risks and liabilities from the use or misuse of this product. SportDOG does not authorize any other person or agent to make any other express or implied warranties.

Furthermore, SportDOG will not be liable for any loss, damage or injury resulting from delay in delivery of replacement parts or for any failure by SportDOG to perform covered repair work due to circumstances beyond SportDOG's control.

PROPER PRODUCT USE: This product is designed only for use with domesticated animals; do not use this product for any other purpose. However, the specific temperament of your animal may not work with this product. We recommend that you do not use this product if your animal is aggressive. If you are unsure whether this product is appropriate for your animal, please consult with your veterinarian or certified trainer before you use this product. Please see the instruction manual for additional important information.

GOVERNING LAW: This non-transferrable limited warranty shall be governed by the law of the State of Tennessee, U.S.A., and by the laws of the United States of America, excluding their conflicts of laws principles. Furthermore, the United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this non-transferrable limited warranty. Jurisdiction and venue shall be exclusive to the courts of Knox County, Tennessee.

These warranties give you specific legal rights, and you may also have other rights that vary from state to state or country to country. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

SportDOG Brand Lifetime Warranty on (Lucky Dog) Training Accessories

SportDOG Brand warrants to the original retail purchaser that your SportDOG Brand Training Accessories will be free from defects in the material and workmanship, under normal use, for the life of the product. This Lifetime

Warranty excludes: loss, neglect, alteration, misuse or accidental damage due to dog chews. SportDOG Brand is not liable or responsible for loss of time, inconvenience, loss of use of your product and any incidental or consequential damages resulting from the use of the product, or caused by any defect, failure, or malfunction of the product, whether a claim is based upon warranty, contract, negligence, or otherwise.

Limited Lifetime Warranty

Within the first year from the original date of purchase, there is no cost to replace malfunctioning equipment. After one year from the original date of purchase, there is a non-refundable service charge to replace equipment.

Replacement equipment comes with a 90 day warranty.

Certain items are not covered under warranty. Misuse, abuse, lost products, or damage caused by the pet as well as products not purchased through an authorized dealer (second-hand or used products, online auctions, etc.) are not covered under warranty.

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.

