

Warranty

Lifetime Warranty

Radius Garden offers a lifetime warranty in the United States on all of its digging tools. That includes Hand Tools, Stainless Steel Digging Tools, and Carbon Steel Digging Tools.

Lifetime Warranty. Radius warrants this product will remain fit for use for its intended purposes during normal residential use for as long as the original consumer purchaser owns the product. Radius does not warrant that this product will survive abuse or commercial use. Proof of purchase (original sales receipt) may be required by Radius Garden, LLC at its sole discretion with all warranty claims. In no event shall the liability of Radius Garden, LLC exceed the purchase or replacement price of the product.

We offer the following limited lifetime guarantee on our Watering Tools, Cutting Tools and our Pond Cleaning Tools:

Limited Lifetime Warranty. Radius warrants this product to be free of defects in material and workmanship during normal residential use for as long as the original consumer purchaser owns the product. Proof of purchase (original sales receipt) may be provided to Radius Garden, LLC at its sole discretion with all warranty claims. In no event shall the liability of Radius Garden, LLC exceed the purchase or replacement price of the product.

Non-U.S. Warranty. *Radius cannot directly warranty its products outside of the United States. If you purchased a Radius product outside of the U.S. and believe it is defective, please contact the retailer from whom you purchased the product for warranty claims and policies.*

If you believe that you have a warranty claim, contact Radius Garden, LLC., at [Customer Support](#). Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, color, finish, the date the product was purchased and from whom the product was purchased. Also include a copy of your original invoice. For more information, please call 1-734-222-8044.

RADIUS GARDEN, LLC AND/OR SELLER ARE PROVIDING THESE WARRANTIES IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. RADIUS GARDEN, LLC AND/OR SELLER DISCLAIM ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states/provinces do not allow limitations of how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights that vary from state/province to state/province.

This is Radius Garden's exclusive written warranty.

We know from extensive testing that under normal use, product failure is extremely rare. We sincerely apologize for the inconvenience.

There are two (2) options for replacing a tool that has failed under its warranty:

You may take your broken tool to the store from which you purchased it and they will replace it under an agreement we have with them. Please call ahead to make sure they have the tool in stock.

Alternatively, we can replace the tool directly for you at no cost, except that you pay the actual cost of the shipping.

We do request that you send a digital picture of the broken tool for our quality control department. The picture(s) must clearly show where the tool is broken and show the tool well enough so that we can clearly identify which tool it is.

Please email the picture to: [Customer Support](#) with any additional comments that might help us understand how it failed.

If that is not possible for you, please **call us at 734-222-8044** and we will work out an alternative.

Thanks for gardening with Radius!

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.