KETTLER®

LIMITED WARRANTY | CUSTOMER REFERENCE

Scope of Warranty

Kettler International, Inc. provides a limited, nontransferable warranty to the original retail purchaser for qualifying new KETTLER, Kiddi-o, Halo, and nationally distributed products. Proof of purchase from a retailer in the United States or Canada may be required.

Warranty Period

Coverage begins on the original purchase date. The specific warranty period for a model or component is defined in its owner's manual or published product specifications.

If no period is specified, the default is ONE YEAR for residential use or 90 DAYS for non-residential use. Replacing a product or component does not restart or extend the original period.

What KETTLER Covers

Material, verifiable, reproducible defects in materials or workmanship that materially interfere with the product's intended use, subject to the exclusions and limitations in the manufacturer's warranty.

The primary remedy is replacement of the defective part or component. KETTLER may provide a comparable substitute or, where legally permitted, refurbished or recertified items. If no suitable item is available, KETTLER may elect to refund the value of the covered product or part.

Owner Responsibilities

Removal of defective components and installation of replacement parts are the owner's responsibility. Labor costs are not covered.

Exclusions — Not Covered

- Ordinary wear; incorrect assembly; misuse; neglect; abuse; improper storage; failure to follow instructions; failure to promptly limit further damage.
- Shipping damage, natural events (including wind and freezing), mildew, or damage from corrosive cleaning products.
- Sun-related fading of finishes or graphics; natural changes in wood color or raised grain.
- Rental use; unauthorized repairs or modifications; used products; purchases from ineligible resellers; claims by anyone other than the original purchaser.
- Labor charges and return shipping except where the manufacturer expressly provides otherwise.

Conditions Not Considered Defects

Examples include scratches, dents, dings, scuffs, cosmetic marks, surface rust, fading or color changes, wheel wear, drive belts, bulbs, springs, electronics, stretched or faded fabric, and consumable or non-durable components such as nets, wheels, and handles.

Geographic Limits

Warranty validity is limited to products remaining in the contiguous United States or provincial Canada. Warranty shipments to locations outside those areas are at the customer's expense.

How to Submit a Warranty Claim

1. Email KETTLER Customer Service at parts@kettlerusa.com.

2. Include your name, address, daytime phone number, product name and model number, a description of the problem, and a photograph showing the issue.

3. Retain your proof of purchase. KETTLER may request it to verify eligibility.

Return Shipping & Inspection

If KETTLER requests that a product be returned for evaluation, the customer pays the initial repackaging, labor, and shipping costs. If the product is found defective under warranty, KETTLER will reimburse standard shipping costs.

For defects present upon unboxing and reported within 30 days of the original purchase, KETTLER may cover shipping. For transit damage, consult KETTLER's separate shipping instructions.

Important Reminder

Warranty terms may vary by model and component. Always consult the owner's manual and KETTLER's official published specifications to confirm a particular product's coverage.

Limitations & Legal Terms

The manufacturer's warranty identifies replacement of covered parts as the principal remedy and disclaims other express or implied warranties to the extent permitted by law. It also limits liability for incidental, indirect, consequential, special and related damages to the extent permitted by law.

The customer is responsible for determining whether a product is suitable for its intended application. Additional rights may apply under state law, and some limitations may not apply in every jurisdiction.

The manufacturer may revise its limited warranty. The current official version controls and should be consulted whenever making a claim.

Official Manufacturer Information

Full warranty terms: www.kettlerusa.com/pages/warranty-information

Customer service / parts: parts@kettlerusa.com

Logo reference: www.kettlerusa.com/cdn/shop/files/KETTLER_Word_Logo.jpg

About This Reference

This Pangaea Patio reference summarizes KETTLER's published limited warranty for customer convenience. It does not change, expand, or replace KETTLER's official warranty, which governs all warranty claims.