

# Warranty and Returns

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## LIMITED WARRANTY

This warranty protects the lift frame against failure due to defect in material or workmanship when product is used properly for two years of residential use and one year of commercial use. The lift winch is warranted against failure due to defect in material or workmanship for one year of proper use. MoJack will replace any defective part at no cost. This warranty does not cover any product that has been altered or adjusted, or any product that has been misused or abused. THIS IS THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY. MOJACK DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. MOJACK SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES OR PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF THE IMPLIED WARRANTIES OR THE REMEDIES FOR BREACH OF THE IMPLIED WARRANTIES, SO THESE EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

### What does this warranty cover?

This warranty covers against a failure due to a defect in material or workmanship. It includes a one-year warranty on the lift winch from the date of purchase. The lift frame includes a two-year warranty from date of purchase for residential use, and a one-year warranty from date of purchase for commercial use.

### What does this warranty NOT cover?

This warranty does not cover any MoJack which has been altered or adjusted in any way from its original model. It will not cover any MoJack which has been damaged due to misuse, abuse, accident or negligence. This warranty does not cover incidental or consequential damages.

### What is the period of coverage?

One-year warranty on lift winch from date of purchase for the original owner. Two-year warranty on lift frame for residential use, one-year warranty on lift frame for commercial use from date of purchase for the original owner.

### What will MoJack do to correct problems?

We will replace any defective part (within the coverage period) at no charge.

### How can I get service?

In order to be eligible for service under this warranty you MUST register your MoJack within thirty (30) days of purchasing. You must keep your receipt as proof of date of sale. You can register your new MoJack on our website at [www.themojack.com](http://www.themojack.com) or by calling our toll-free number 1-877-575-3173.

### How do I contact MoJack about a warranty issue?

You can contact us from our website at [www.themojack.com](http://www.themojack.com) or by calling our toll-free number 1-877-575-3173.

### Do I have other rights under State Law?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### What is the return policy?

Within thirty (30) days of the date that you receive your MoJack. Please contact MoJack for return policies and procedures at our toll-free number 1-877-575-3173 or by email at [info@themojack.com](mailto:info@themojack.com).

### How do I make a return?

Contact us within the return period. We will issue you a Return Merchandise Authorization (RMA) to place on the outside of the box. All merchandise must be shipped back in its original packaging. We will make arrangements for the MoJack to be picked up by a national carrier.

### In what form will I receive my refund?

This is at our discretion. If receiving a refund, please allow four weeks for the credit to process to your account. Return service fees will be deducted from the amount of the refund.

### Are shipping charges refundable?

No.

### Does MoJack have a return service fee policy?

Yes. Returns and refunds impose an extra workload on our parts. Rather than pass this cost on to the customer through higher product prices, we are consistent with others within our industry by requiring nominal service fees in the event of returns. The service fee is 20%.

### How do I contact MoJack?

You can call our toll-free number 1-877-575-3173 or by email at [info@themojack.com](mailto:info@themojack.com).