

Product Registration & Warranty

Thank you for your interest in the products and services of Mount-It! This Limited Warranty applies to Mount-It! and only for Mount-It! products purchased from Mount-It!

COVERAGE OF WARRANTY

This limited Warranty covers any defects in material or workmanship under normal use during the 10 Year Warranty Period. During the Warranty Period, Mount-It! will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use or maintenance. If a defect exists, and Mount-It! is obligated under this warranty, Mount-It! will either (1) repair the product at no charge using new or refurbished parts or (2) exchange the product with a product that is new or that has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product.

WARRANTY PERIOD

The Warranty Period for Mount-It! products purchased from Mount-It! extends 10 year from the date of purchase. A replacement Mount-It! product or part assumes the remaining warranty of the original Mount-It! or 10 year from the date of replacement or repair, whichever is longer.

EXCLUSIONS AND LIMITATIONS

This Limited Warranty does not cover products under these conditions:

Conditions, malfunctions or damage not resulting from defects in material or workmanship

Improperly operated devices (eg. Assembled incorrectly, mishandling, over loading, etc.)

No proof of purchase

Items that are unidentifiable by serial number or otherwise

Purchases from unauthorized sellers

Non quality related issues (after 30 days after purchase)

Free products

Lost or Stolen Products

Products with electric components such as motors, remote controls have 1 year warranty.

OBTAINING A WARRANTY SERVICE

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution for you. To contact our support team:

E-mail us at support@mount-it.com

Call (855) 925-5668

Our support team will respond to you as soon as possible. Please include a detailed response with:

The issue you're experiencing

When the issue occurred

How the issue occurred

What steps you took before the issue occurred