

Warranty and Warranty Terms

Old Stone offers a Lifetime Limited Warranty or 2-Year Professional Guarantee on most of our products. Read below for the terms and conditions of your product's warranty.

Old Stone warrants its **consumer products** to be free from defects in materials and workmanship for the product's usable lifetime to the original owner and its **professional products** to be free from defects in materials and workmanship for two (2) years to the original owner. Old Stone will repair or replace a product which, upon inspection by Old Stone, is found to be defective in materials or workmanship. In order for Old Stone to repair or replace the product, the original receipt or other proof-of-purchase satisfactory to Old Stone, must be provided when making a warranty claim or requesting warranty service. Old Stone reserves the right to replace any product which has been discontinued from its product line with a new product(s) of comparable function at its sole discretion. Old Stone does not issue refunds but only warranty repair or replacement.

You are solely responsible for failure of the product which results from misapplication, alteration or abuse of the product, and Old Stone assumes no liability as to the consequence of such events under the terms of the warranty. This warranty shall be void and of no force of effect in the event a covered product has been modified in design or function, or subjected to abuse, misuse, mishandling or unauthorized repair. Further, consumables, product malfunction or deterioration due to normal wear is not covered by this warranty. While Old Stone has made every reasonable effort to provide clear and accurate technical information about the application of the product, Old Stone assumes no liability for any events arising out of the use or inability to use this technical information.

Warranty Claims & Return Instructions

Please contact Old Stone for warranty service via our [Online Warranty Form \(Click Here\)](#). An Old Stone customer service representative will contact you via email with product return instructions.

[Click here to visit our FAQ section for troubleshooting and solutions to common problems.](#)