

Warranty Information



Akicon® custom products have been handcrafted under the highest standards of quality and unique design. Most Akicon custom products are backed by a Life-Limited Warranty.

Consult your specific product manual for coverage details.

Life-Limited Warranty

Akicon warrants to the original consumer purchaser for as long as the original consumer purchaser owns their home (the "Warranty Period" for homeowners) that we provide a Life-limited warranty during normal use and all parts and finishes of this product will be free from defects in size, material, and manufacturing workmanship. All other purchasers (including purchasers for industrial, commercial, and business use) are warranted for a life-limited warranty from the original date of purchase (the "Warranty Period" for non-homeowners).

If this product should ever develop a defect in manufacturing workmanship during the Warranty Period, Akicon will provide FREE OF CHARGE the parts necessary to put the product back in good working condition and will replace FREE OF CHARGE any part or finish that proves defective in material and manufacturing workmanship, under normal installation, use, and service. Replacement parts may be obtained by mailing service@akicon.com or calling 1-302-213-4406. Proof of purchase (original sales receipt) from the original consumer purchaser must accompany all warranty claims. Defects or damage caused by the use of other than genuine Akicon parts is not covered by this warranty. This warranty is applicable only to products purchased after Oct 2018 and shall be effective from the date of purchase as shown on the purchaser's receipt.

This warranty is extensive in that it covers the replacement of all defective parts and finishes. However, damage due to installation error, product abuse, product misuse, or use of cleaners containing abrasives, alcohol, or other organic solvents, whether performed by a contractor, service company, or yourself, are excluded from this warranty. Akicon will not be responsible for labor charges and/or damage incurred in installation, repair, or replacement, nor for any indirect, incidental, or consequential damages, losses, injury, or costs of any nature relating to this product. Except as provided by law, this warranty is in lieu of and excludes all other warranties, conditions, and guarantees, whether expressed or implied, statutory or otherwise, including without restriction those of merchantability or of fitness for use.

Some states, provinces, and nations do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state province to province, and nation to nation. Akicon will advise you of the procedure to follow in making warranty claims. Simply write to Akicon Incorporated using the mailbox below. Explain the defect and include proof of purchase and your name, address, area code, and telephone number.

Register for Product Support

To guarantee a warranty on your products, simply register your products at akiconshop.com/registration.html

For more warranty information, please contact us at service@akicon.com or visit www.akicon.com

In the US:

Akicon Inc
Attn: After-sales department
108 EAST 13TH ST
WILMINGTON, DE 19801