



Thank you for choosing a Christmas Tree from American Sale. With proper care and handling, it will be an enjoyable part of your Christmas celebration for many years.

## Christmas Tree Structural Warranty

The structural portion of your tree is warranted for 5 years from date of purchase.

If there is a structural issue with the tree, it will be repaired or replaced from the date of purchase and covers defects on the structure of the tree as a result of faulty manufacturing or materials. The tree or section that needs repair or replacement should be brought into the American Sale store location it was purchased from, along with the original receipt of purchase.

The structural warranty is pro-rated and all parts supplied to fix the defects on the structure of the tree are pro-rated. This warranty is limited to parts only, not labor, transportation, or any subsequent expenses incurred by the owner. The cost of replacement parts will be based on the selling price in effect at time of claim. This warranty does not imply the replacement of the entire tree, but does cover such parts that prove defective. If a replacement part is no longer available for your tree, American Sale at its sole discretion, reserves the right to replace the part or tree with a similar product that is current at that time of warranty claim.

### American Sale Pro-Rate Schedule

After Date of Purchase	Cost to Owner
2 Years	20%
3 Years	40%
4 Years	60%
5 Years	80%

Example: Tree was purchased at \$399.99 and was 3 years from date of purchase, the owner of the tree would contribute out of pocket \$159.99 and American Sale would contribute \$240 merchandise in store credit only towards a replacement tree if necessary.

*Note: This only applies if American Sale could not supply the parts for repair.*

## Christmas Tree Lights Warranty

Lights on pre-lit trees are warranted 2 years from the date of purchase. **Burnt out light sets are not covered under warranty. Any burnt out or black bulbs must be replaced immediately to prevent further light set damage.**

If the lights on your tree are not working within the warranty period, bring the entire tree to an American Sale store location and they will attempt to repair/restore the lights at no charge. The original sales receipt is required with the tree that requires service. We recommend you put on your calendar a reminder note to plug in each section of your tree 3 weeks before you plan to set it up.

If American Sale cannot fix your tree during the warranty period, we will replace the section of the tree that will not light at no charge. If a replacement part is no longer available for your tree, American Sale at its sole discretion, reserves the right to replace the part or tree with a similar product that is current at that time of warranty claim.

### LED Lights

American Sale is unable to work on Christmas Trees with LED lights at the store level. We recommend going through the manufactures available warranty or purchase the LED Light Keeper which is available in store or online to repair on your own accord. American Sale will replace the section of the LED tree if the lights go out within the light warranty period from date of purchase.

## Additional Information

- This warranty does not apply to non-local customers. Out of area online customers should contact the tree manufacturer for warranty information. Please refer to any documentation within tree packaging.
- For local customers, your tree may also be covered by a manufacturer's warranty in addition to this American Sale Tree Warranty.
- Replacement lights are available to purchase for your tree.
- Please contact American Sale Customer Service if you have any questions at (708) 614-6552, Monday through Friday, 7am - 5pm CST.

## Tree Troubleshooting Tips

### Lights:

- If your light set is not working:
  - Check that all plugs are securely pushed into socket.
  - If tree has a power pole, make sure it's pushed in all the way.
  - Check to make sure there are no loose, cracked or missing bulbs. If so, replace with new bulb.
- If your light set is flickering:
  - Check plug for secure connection.
  - Notice which branch it's happening on.
  - Go over the bulbs to find loose bulb. Replace with new bulb.
- If light set is burning brighter than other sets on tree:
  - There are too many burnt out bulbs on that section.
  - Replace burnt bulbs (see care instructions)

### Care and Maintenance:

- If you notice a burnt bulb, replace it immediately. Do not allow them to continue to burn out of light set. If too many bulbs burn out, this will cause overloading of electricity (or very bright bulbs) on remainder of bulbs. The set will burn out.
- When replacing bulbs, use proper voltage. Pre-lit trees use 2.5 volt.
- Plug tree into a separate surge protector. You may have an unexpected power surge, which could blow out the light set.
- To find a bad incandescent bulb, we recommend using Light Keeper Pro (purchase online or in store).
- We recommend using a tree storage bag for post-season storage.
- Always store tree in a dry area.