



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 for the following tree series:

Premium **Select** **Classic** **Clearance**

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.

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

American Sale Pro-Rate Schedule

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 from the date of purchase as follows:

2 years: **Premium** **Select** 1 year: **Classic** **Clearance**

If the lights on your tree are not working within the warranty period, bring the section of the tree or 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. There may be instances where a tree section(s) may need to be transferred to our Central Distribution Center in Tinley Park, IL for repair, in which repair may take 7-10 days. American Sale will contact you once your tree section(s) are ready for pick 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.

For online customers, within the warranty period send the tree section that is not working to our distribution center at 8401 W. 185th Street Tinley Park IL 60487 and we will repair or replace and return it to you. You will be responsible for the freight to us. If we determine the part was a manufacture defect, we will pay the freight back to you. If the problem is not due to a manufacture defect, then we will charge you for the freight to ship it back. For example: If the reason the tree part will not light is due to a bulb missing from a socket, then we will repair your part, but you will be responsible for the freight. You also have the option of dropping off your tree section(s) to the Distribution Center or individual store location to avoid shipping or freight charges. Repair may take 7-10 days.

LED

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.

Post-Warranty Repairs

After the American Sale warranty has expired, tree repairs are available for a nonrefundable fee. Bring the section of the tree or the entire tree to an American Sale store location and they will attempt to repair/restore the lights. There may be instances where a tree section(s) may need to be transferred to our Central Distribution Center in Tinley Park, IL for repair, in which repair may take 7-10 days. American Sale will contact you once your tree section(s) is ready for pick up. For online customers, send the tree section that is not working to our distribution center at 8401 W. 185th Street Tinley Park IL 60487. You will be responsible for both the freight to us and back to you. Online customers also have the option of dropping off the tree section(s) to the Distribution Center or individual store location to avoid shipping or freight charges. If we are unable to fix the section(s), we will notify you know as soon as possible. American Sale holds the right to deny fixing a tree for any reason after the warranty period has expired.

Additional Information

- This warranty does not apply to display trees.
- Please visit americansale.com/treerepairs for current post-warranty repair fees.
- Replacement lights are available to purchase for your tree.
- In addition to the American Sale Warranty, your tree may also be covered by a manufacturer's warranty.
- Contact American Sale Customer Service if you have any questions at (708) 614-6552, Monday through Friday, 7am - 5pm CST.