



STERLING TREE COMPANY

2011 WARRANTY INFORMATION For Sterling, Inc. Retail and Wholesale Customers only

Call Toll Free 1-800-233-7052 for customer questions and troubleshooting.
Please note all warranty returns must be resolved with **place of purchase**.

- Warranty does not cover damage resulting from accident, misuse, or negligence.
 - This limited warranty is valid only in the United States.
 - Warranty does not cover display trees or closeouts.

ARTIFICIAL PRE-LIT TREES and L.E.D. BLOSSOM TREES

Sterling Tree Company will extend a two-year warranty from the date of original purchase against defects in material and workmanship on trees and light sets. Sterling Tree Company reserves the right to repair, replace, or credit all defective parts of product. The following are not covered under Sterling's warranty:

- Cut or damaged wire insulation
- Modified lights, strings, plug or fuse elements
- Display trees
- Any bulbs exceeding 2,000 hours of burn time on incandescent pre-lit trees
- Damage caused by an extension cord (Plug into dedicated wall outlet or power strip only)

FIBER OPTIC TREES

Sterling Tree Company will extend a six-month warranty from the original date of purchase against defects in motor and parts. Sterling Tree Company reserves the right to repair, replace, or credit all defective parts of product.

- Average halogen bulb life is 1,000 hours.
- Do not cover base due to ventilation requirements
- Do not leave unattended.
- Do not leave on past 8 hours a day.

To obtain warranty service or other claims, please access Sterling's claim form at www.sterling-inc.com.
Please complete the form and fax it to 816-472-7127 Attn: Customer Service, or email to CustServ@sterling-inc.com.



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2011 WARRANTY INFORMATION For Consumers

Mail the following information to: Sterling, Inc., TREE WARRANTY DEPARTMENT, 1535 Baltimore Avenue, KC, MO 64108.

Sterling's Item Number (indicated on the tree box)
Original UPC code on the legend tag or on the tree box
Original sales receipt with store name noted (mandatory)
Detailed description of the problem
Your name, complete address and phone number

At the discretion of Sterling Tree Company, you may either receive a replacement part or be instructed as to which part(s) to ship prepaid to Sterling Tree Company for our inspection and determination and/or possible repair. Replacement or repair as provided by this limited warranty is our exclusive remedy to consumer and does not place Sterling Tree Company liable for any incidental or consequential damages.

If for any uncontrollable or unforeseen reason the needed parts are not available, the owner would then have the option of applying his/her Pro-rated schedule toward the purchase of a new tree.*

Pro-Rated Schedule

From Date of Purchase _____

During 1st Year

During 2nd Year

Owner Cost is:

0%

25%

*The cost of the new tree will be based on the suggested retail price of the originally purchased item in effect at the time of the claim.