

## Lifetime Warranty



All MARSHALLTOWN Company tools are warranted to be free from defective materials and workmanship. Any such defective product will, at our choice, be replaced or repaired free of charge if returned to us transportation charges prepaid. We reserve the right to issue a credit memo for the full value of any such tool, based on the purchaser's net cost, in lieu of actual replacement or repair. Our liability under all warranties, expressed or implied, shall be limited to the replacement or repair of defective products. This warranty does not cover faults arising from normal wear and tear, damage, misuse or abuse of the tool. For equipment warranty terms, please see the included warranty statement.

## Refund and Return Policies

### Shipping

Marshalltown takes great pride in packing your order to ensure the product arrives to its destination in top condition. If for any reason your package arrives damaged, please contact Marshalltown's Claims Department at 1-800-888-0127 option 2 (Monday through Friday, 8 am to 5 pm CST)

### **Standard Shipping**

Our goal is to ship your order as quickly as possible. Standard ground orders will ship within 1-2 business days, subject to payment verification. Orders processed on the weekend will ship the next business day. Business days do not include weekends or U.S. Holidays. Decorative Concrete product will have a 5 day lead time before the order is shipped.

### **Domestic Shipping Rates**

Shipping and handling fees depend upon the number of items ordered and the method of delivery that is selected. Domestic standard shipments are processed through UPS.

### **Canadian/International Rates**

Shipping and handling fees depend upon the number of items ordered and the method of delivery that is selected. UPS International and United States Post Office options are available.

Canadian/International customers must pay applicable duty, tax and custom charges. Your local government determines duty, tax and customs charges, which vary by country. Duties, taxes and custom fees are not included in the invoice total provided [to you] by Marshalltown Company. This additional amount due will be collected upon delivery of your order. At this time, we are unable to provide the exact amount you will be charged upon delivery. Contact your local government for specific details.

### **Rush Shipping**

If you are in need of expedited shipping, when placing your order, you can change your method of delivery to UPS AIR options and the appropriate shipping and handling charges will apply to your order. Air shipments will ship the next business day, subject to payment verification. Decorative concrete product will have a 5 day lead time before the order is shipped.

### **PO Box (Parcel Post-International shipments)**

For International customers requesting their order to ship by the United States Post Office, a PO Box address will be accepted. Orders shipping through the post office will experience a longer delivery time and tracking numbers are not available.

### **Oversized Product**

Due to size or weight, some items may not be available to order from our on-line store. Please contact MARSHALLTOWN Customer Success at 1-800-888-0127 or 641-753-0127 (Monday through Friday, 7:30 am to 5 pm CST) to find a dealer located nearest you.

### **Returns**

Marshalltown Company takes great pride in producing the highest quality tools using only the best materials and processes. Since 1890 the Marshalltown name has been synonymous with quality. Marshalltown employees pride themselves in providing the

highest level of comprehensive customer service. We stand by our products and guarantee 100% customer satisfaction.

Warranty - All MARSHALLTOWN Company hand tools are warranted to be free from defective materials and workmanship. Our liability under all warranties, express or implied, shall be limited to the replacement or repair of defective products. This Warranty does not cover faults arising from normal wear and tear, damage, misuse or abuse of the tool. Please contact Marshalltown's Claims Department at 1-800-888-0127 option 2 if you feel there is a warranty issue.

Returns – If for any reason, you are not completely satisfied with your purchase, you may return it in new condition. Under no circumstances can used product be returned. Marshalltown will give you a full refund for the purchased price of the item by your original method of payment when possible. Otherwise a check will be issued. Please allow up to 20 calendar days from the day you return your package for your return to be credited.

**Please Note:**

**Domestic Customers**

\*Product shall not be returned without advance authorization from Marshalltown Company. To receive advance authorization, please contact Marshalltown's Claims Department (Monday through Friday, 8 am to 5 pm CST). Marshalltown's toll free number is 1-800-888-0127 option 2. If you prefer e-mail, you may send your return request to [claims@marshalltown.com](mailto:claims@marshalltown.com).

\*Please allow 1 to 2 billing cycles for the credit to appear on your statement.

\*Refunds will include product and tax amount only. In the event that an incorrect item was shipped, or if products were flawed or damaged in transit, we will also include the shipping charges in your refund.

\*We cannot accept COD returns.

\*Restocking fee may apply

\*Power trowel pans, screeds, equipment, and custom/made-to-order items excluded from this policy

**Canadian/International Customers**

\*Product shall not be returned without advance authorization from Marshalltown Company. Please contact our International Department at 641-753-5999, Ext. 7443. If you prefer e-mail, you may send your request to [international@marshalltown.com](mailto:international@marshalltown.com).