

PLASTICS WARRANTY

Blue Thumb offers a lifetime warranty on all Blue Thumb branded engineered plastic components including AquaBox® fountain basin reservoirs, Formal Falls® basins, skimmer & waterfall filters, Pump Canyons®, Cascade and Spillway boxes to be free from manufactured defects to the original purchaser. Blue Thumb reserves the right to warrant or deny each claim pending the outcome of their analysis. **Product must be installed properly per the appropriate Blue Thumb product installation manual; any product modifications post purchase will void the warranty.** Compensation is limited to the value of merchandise sold or replaced and will not include any associated labor or freight cost.

PUMP LIMITED WARRANTY

Blue Thumb warrants all branded submersible pumps for the defined period as specified on the individual item descriptions.

Mag-Drive Pumps have a 5-year warranty (no warranty on impeller);

Clear Water and **Solids Handling Pumps** have an 18-month warranty;

IllumiFlow® Pumps and **Stainless Steel Pumps** have a 24-month warranty.

Pump warranty periods begin from time of consumer\end-user purchase.

Blue Thumb pumps may NOT be covered under warranty if:

- The pump was found to be improperly installed according to the specifications listed on the pump box or within the instructions guide.
- Pumps having cord damage due to improper handling, seal damage or the removal of the plug-end are subject to limited warranty and/or no warranty coverage.

Blue Thumb warrants all branded **External Pumps** for a period of 3 years from the time of consumer\end-user purchase.

NOTE: Blue Thumb External Pumps require special winterizing and care instructions which will be required to follow in order to file a warranty claim.

FORMAL FALLS®, CRYSTAL SPHERE, AND STONE FOUNTAIN LIMITED WARRANTY

Blue Thumb warrants the **water features above** to be free from defects due to workmanship for a minimum of a 1-year period from time of consumer\end-user purchase. Credit or replacement is subject to determination of product failure due to manufacturing or material defects caused by wrongful use of chemicals or salt and/or are not maintained or winterized properly. (Follow instructions listed on the installation manual, which can also be found at <https://shopbluethumb.com/installation-manuals>) Compensation is limited to the value of merchandise sold or replaced and will not include any associated labor cost.

LIGHT FIXTURE \ BULB WARRANTY

Blue Thumb warrants all RGB LED Fixtures for a period of 1-year from the time of consumer\end-user purchase.* The RGB LED Fixture warranty covers all molded housings free from manufactured defects, including o-ring seals and ceramic connections.

***EXCEPTION:** Blue Thumb White Light IllumiGlow® Fountain & Pond 3 Light Kit, Item# PB2897, features a 3-year limited warranty.

RETURNING GOODS

Blue Thumb may choose to issue a restocking fee for returned goods found to be in like new, saleable condition and in season. Returns must be accompanied by the original invoice. All returns require a Return Goods Receipt Number (RGR#) to be clearly marked on the outside of each package returned. Please call Blue Thumb to receive RGR# prior to returning merchandise. Special orders, custom cut\engineered orders cannot be returned.

NOTE: The customer is responsible for return freight handling and cost.

IN-WARRANTY GOODS

Defective items may be returned to the re-seller without a restocking fee during the warranty period of the merchandise. The customer is responsible for returning the items and for freight costs. Each item must be accompanied by the original invoice showing the date of purchase along with the required Return Goods Receipt Number (RGR#).