

TUPELO

Warranty



tupelo warranty 3 year

We're dedicated to making the best products on the market. But sometimes the unexpected happens. So, if there's an issue with your Tupelo product, we provide the below warranty.

LIMITED WARRANTY

We take pride in the products we make and warrant to the person who originally purchased the product ("you") that all Tupelo products will be free from defects in workmanship and materials for their applicable Warranty Period, subject to the below conditions.

In order for your warranty claim to be approved, the following conditions must be met:

- You must have purchased the product from a Tupelo or an authorized retailer;
- You must provide proof as to the date of purchase from the Tupelo authorized retailer;
- You must return the product to Tupelo; and
- You must have used the product only as intended and in accordance with the product's care

instructions.

If a defect occurs as the result of the Product's intended use according to the care instructions during the Warranty Period, we will repair or replace, at our discretion, the defective product or part. The warranty does not cover defects caused by third-party modifications, repairs, or replacement parts. Punctures, scratches, normal wear and tear, and the natural breakdown of colors and materials over extended time and use are not warranted.

3 YEAR WARRANTY

We will make every effort to replace limited edition or discontinued products but cannot guarantee their availability for replacement. Any limited edition or discontinued product still under its applicable warranty that cannot be replaced with an identical product will be replaced with the equivalent model based on availability.

We may make changes to products and designs in the time you purchased your product and submitted a warranty claim. Products repaired or replaced under this warranty may or may not incorporate these changes.

WARRANTY DISCLAIMER

There are no express warranties other than the warranty set forth herein. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS EXPRESS WARRANTY. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES, WHETHER FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR OTHER TORT, OR ANY STRICT LIABILITY THEORY, WILL YARDBIRD OUTSIDE BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

The warranty is only available in the United States. No Tupelo reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

HOW TO SUBMIT A CLAIM

Warranty claims must be submitted by emailing our customer service team at hello@tupelogoods.com. A member of our Customer Experience Team will respond back within 2-3 business days following a review of your request.

If your warranty claim is approved, you will be supplied with a Return Material Authorization number (RMA#) and a pre-paid shipping label. We recommend keeping a copy of your tracking number for your records. Products must be returned directly to Tupelo in adequate cardboard packaging. A copy of the original sales receipt and the RMA# must be included with the product.