The Oregon® Customer Satisfaction Policy

Oregon Limited Warranty*

At Oregon, our goal is help you get the job done right with outstanding products that perform to your full satisfaction. Oregon | Blount, Inc. warrants its products to be free from defects in materials and workmanship for as long as it is owned by the original retail purchaser.

If for any reason, you are not satisfied with our products, please let us know. Our contact information is listed below.

LIABILITY UNDER THIS WARRANTY IS LIMITED TO REPLACEMENT PARTS AT THE OPTION OF YOUR OREGON DISTRIBUTOR AND OREGON. PLEASE CONTACT YOUR OREGON DISTRIBUTOR OR US DIRECTLY. OREGON PRODUCTS ARE NOT WARRANTED AGAINST NORMAL WEAR AND TEAR, USER ABUSE, IMPROPER MAINTENANCE OR IMPROPER REPAIR.

REPLACEMENT OF DEFECTIVE PRODUCT IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY AND ANY APPLICABLE IMPLIED WARRANTY. THE REPLACEMENT WILL BE UNDERTAKEN AS SOON AS REASONABLY POSSIBLE AFTER RECEIPT OF THE DEFECTIVE PRODUCT. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THIS PRODUCT IS LIMITED TO THE DURATION AND SCOPE OF THIS EXPRESS WARRANTY. OREGON SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR DO NOT ALLOW THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES THE ORIGINAL OWNER SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

You Have Additional OEM Warranty Protection

If an original equipment manufacturer (OEM) declines to honor their written warranty solely because you purchased and used Oregon replacement parts in the OEMs product, please read on. Oregon will allow you to substitute the rights and remedies provided to you under the OEMs written warranty for this express limited warranty. Here's how it works: Send us a written confirmation — from the OEM — that states that the OEM has refused to honor the OEM written warranty solely because you purchased and used Oregon replacement parts in the OEMs product. We are here to help.

Cordless Tool System 3-Year Limited Warranty †

At Oregon, we're committed to building better cordless tools to help you do the best job possible. Our commitment is backed by a three-year limited warranty for all registered Oregon Cordless Tools and Chargers, and a two-year limited warranty for all registered Oregon Cordless Battery Packs. Visit OregonCordless.com for complete warranty details.

Oregon CS1500 Chain Saw 2-Year Limited Warranty

Blount, Inc. warrants all registered Oregon CS1500 Chain Saws for a period of two (2) years for personal use. This warranty is one (1) year for units that have been rented, or used for commercial or industrial use. During the warranty period, Blount will replace or, at its option, repair for the original purchaser only, free of charge, any product or part which is found upon examination by Blount to be defective in material and/or workmanship. The purchaser shall be responsible for all transportation charges and any cost of removing any part submitted for replacement under this warranty.

Oregon Log Splitter Limited Warranty

Blount, Inc. warrants all registered Log Splitters. All steel components are warranted for (3) years. 22-ton engines (as rated by the manufacturer) are warranted for (2) years. 28-ton engines (as rated by manufacturer) are warranted for (3) years. Hydraulics are warranted for (1) year.

You Can Reach Us Several Ways

We're here to take your calls between 7:30 a.m. and 4:00 p.m. (Pacific Time) Monday through Friday. Our phone number is 800-223-5168. Or, write to us at: Technical Services Department, Oregon, Blount, Inc., P.O. Box 22127, Portland, Oregon 97269-2127. You can also visit our website at OregonProducts.com. Use the "Technical Information" or "Technical Services" links.

* In this catalog, the Oregon Limited Warranty covers all Oregon products except Oregon Cordless Tool System products, Oregon Log Splitter products, and the Oregon CS1500 chain saw product. Product exceptions are warrented under separate warranties.

† Warranty is 2 years if product is used for commercial purposes.

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