



# STERLING TREE COMPANY

**Sterling, a Division of the Gerson Companies**

**2018 WARRANTY INFORMATION**

**Retail and Wholesale Customers Only**

Call Toll Free 800-444-8172 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.
- Limited warranty is not valid outside the continental United States.
- **Warranty does not cover display trees or closeouts.**

## **ARTIFICIAL PRE-LIT 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)
- Damage caused by tree being displayed in direct sunlight or stored in a wet or damp place

## **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.

- Do not cover base due to ventilation requirements
- Do not leave unattended.
- Do not leave on past 6 hours a day.

To obtain warranty service or other claims, please access Sterling's claim form at [www.gersoncompany.com](http://www.gersoncompany.com). Please complete the form and fax it to 800-301-4548 Attn: Customer Service.