

## **EZ-POUR® Limited Lifetime Guarantee**

EZ-POUR® has built its reputation by manufacturing products that exceed our consumer's expectations for quality and durability. The EZ-POUR® Limited Lifetime Guarantee covers all spouts and accessories from manufacturing defects in materials and workmanship for the lifetime of the product.

EZ-POUR® will replace at its discretion any manufacturing defect in these products free of charge. EZ-POUR® Limited Lifetime Guarantee does not cover damage caused by normal wear and tear, accident (lost /stolen), improper care, non-standard usage or negligence. Product must be purchased from an authorized EZ-POUR® dealer and should be returned to us for evaluation.

Our EZ-POUR® warranty program covers EZ-POUR® products that fail due to a manufacture defect. Use your judgment when assessing whether your product is likely to be covered under the EZ-POUR® Lifetime Guarantee. We do NOT cover products that no longer work due to wear and tear. Wear and tear is damage that naturally and inevitably occurs as a result of normal use. And while we choose the best materials available for the application, all materials degrade over time with use and exposure to the elements. If after assessment, EZ-POUR® determines your item has exceeded its lifetime and deems the returned product is ineligible for warranty repair or replacement, we will contact you to discuss available options we may have for you.

### **Manufacturing Defects**

A manufacturing defect exists if the product departs from its intended design. Defective spouts, adapters, caps and other accessories are covered by the EZ-POUR® Limited Lifetime Guarantee for the lifetime of the product.

### **Lifetime**

The term Lifetime refers to the lifetime of the product. Unfortunately, this doesn't mean your lifetime or ours, but rather the lifetime of the components, fabrics and materials. While we choose the very best materials available to make our products as durable as possible, all materials degrade over time with use and exposure to the elements and a product's lifetime is a function of how much use it gets and how well it is cared for and not by how old it is.

### **Wear & Tear**

Wear and tear is damage that naturally and inevitably occurs as a result of normal use. And while we choose the best materials available for the application, all materials degrade over time with use and exposure to the elements.

If your EZ-POUR® product has legitimately failed due to a manufacturing defect, we will replace it. Click the link below to use our simple step-by-step warranty claim process.

<https://ezpourspout.com/warranty-form/>

You'll be able to request replacement parts or issue a request for a full product replacement. Proof of defect and return mailing of defective product may be required.

### **Questions?**

Please contact our Warranty department with any questions or concerns  
[support@ezpour.com](mailto:support@ezpour.com)

All refunds and exchanges are handled direct through EZ-POUR®