

*Updated: December 8, 2025*

This 1-Year Limited Warranty applies to products purchased from Shinessy via tractorsupply.com or related apps, and is subject to the terms and conditions outlined below.

### **1. Warranty Period**

- This warranty is valid for one (1) year from the date of purchase, as recorded on the original tractorsupply.com order receipt.
- Warranty claims must be made within this 1-year period.

### **2. Warranty Registration**

- To be eligible for this warranty, customers must complete the registration within 60 days of purchase.
- The registration must be linked to a valid tractorsupply.com order for Shinessy products, which have been delivered and not refunded, either in full or in part.

### **3. Coverage**

- This warranty covers defects related to craftsmanship and construction of the product(s).
- The warranty does not cover issues such as, but not limited to:
  - Improper or incorrect care of the product (including failure to follow care instructions).
  - Deliberate or intentional damage to the product.
  - Gross product misuse or handling not in line with its intended use.
  - Loss or theft of the product.

### **4. Warranty Claims**

- To initiate a warranty claim, customers must submit a ticket by contacting [customerservice@shinessy.com](mailto:customerservice@shinessy.com) with the following information:
  - Tractor Supply order number.
  - Description of the defect or issue.
  - Photos of the product showing the defect (if applicable).

- Claims must be submitted within 1 year of the original Tractor Supply order date.

## **5. Replacement and Resolution**

- If a product is found to have defects covered under this warranty, Shinessy reserves the right to replace the product with either:
  - The exact same product (if available).
  - A similar or like product (if the original is no longer available).
  - Store credit valid only on Shinessy.com, at Shinessy's sole discretion.
  - Shipping fees for the replacement product, if applicable, will be covered by Shinessy.

## **6. Exclusions**

- This warranty applies only to products purchased via tractorsupply.com under a valid order that meets the eligibility requirements.
- Products that have been refunded or partially refunded are not eligible for warranty coverage.

By purchasing Shinessy products and registering for this warranty, you agree to the terms and conditions as outlined above. For any additional questions or assistance, please contact [customerservice@shinessy.com](mailto:customerservice@shinessy.com).