FRASER HILL FARM®

Thank you for your purchase!

With proper use and care, this product will provide you with years of enjoyment. If you have any questions, please contact us directly.

Holiday@FraserHillFarm.com (Anytime)
855-591-7451
(9AM to 9PM Eastern Time, Monday - Friday)
(9AM to 5PM Saturday - Sunday)

In the unlikely event that you experience a problem, please provide pictures and a description of the problem, a receipt (if available), name and address of the purchaser and the name of retailer where you purchased the product.

Please do not return this item to the retailer.

Please call our toll-free number 1 (855) 591-7451 or email us at Holiday@FraserHillFarm.com and a customer service representative will assist you.

ENJOY YOUR HOLIDAY!

Christmas Trouble-Shooting Guide

The model number of your tree is printed on the side of your carton.
Always use this number to identify your tree.

Head to our website FraserHillFarm.com to view helpful videos and blogs on our trees.

Issue	Possible Cause	Solution
Tree/Wreath Does Not Look As Expected	Please be aware that all trees and wreaths are shipped compressed and require shaping as shown on your enclosed Christmas Tree Assembly Instructions. These instructions provide useful tips on how to beautify your new tree or wreath.	
Entire Tree/Wreath Is Not Illuminated	There is a loose plug(s) on the metal pole (for multi-section trees).	Make sure all plugs are firmly in pole and gently twist the sections to ensure they are properly linked.
	There is a bad fuse in the plug.	Replace the fuse.
	The tree is not plugged into the wall.	Make sure the tree is plugged into a properoutlet. If you are using a GFCI outlet, pleasemake sure that the breaker is not tripped.
Some Sections Are Not Illuminated	There is a loose plug(s) on the metal pole (for multi-section trees).	Make sure all plugs are firmly in pole and gently twist the sections to ensure they are linked properly.
	There is a loose fuse in the extension cord plug.	Make sure fuse is fully tightened into plug.
One Light String Is Not Illuminated	There is a loose plug on the light string.	Make sure all plugs are securely plugged in.
	There is a bad fuse in the light string.	Replace the fuse in the light string.
	You have a broken, missing, or damaged light bulb.	Replace broken, missing, or damaged bulb(s). Replace with care, as broken bulbs can shock you.
Lights Do Not Blink Properly (on multi-function decorations only)	Your remote control is not working.	Pull the plastic tab out of the remote's battery compartment.
	Your remote control is not working.	Replace remote battery.
Porch Tree/Wreath Timer Is Not Working	The batteries are not correctly inserted.	Open battery pack and confirm batteries are properly inserted and securely close pack. Select the light option and 6HR / 18HR timer function will start.

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Register your product today!

Congratulations on your new Fraser Hill Farm product! Register your item using the link below to activate your warranty and stay updated with product news, helpful tips, troubleshooting support, maintenance advice, and any important recall or safety notices.

https://fraserhillfarm.com/register-your-product

Warranty Information

Fraser Hill Farm provides a one-year Limited Warranty from the purchase date, covering repair or replacement of defective components. This warranty applies only to the original purchaser and requires the original sales receipt with the purchase date and location. Warranty coverage for replacements defaults to the original purchase date.

Contact Warranty Services at: ***1-855-591-7451***

Email us at: ***Holiday@FraserHillFarm.com***

www.FraserHillFarm.com

1-YEAR LIMITED WARRANTY

“Limited” Warranty Program

For a period of one (1) year after purchase, Fraser Hill Farm (“Manufacturer”) will either repair or replace defective components in accordance with this Limited Warranty.

Sales and use taxes, plus shipping and handling charges are the responsibility of the consumer.

This warranty is between Manufacturer and the original purchaser and is valid only when accompanied by the original purchaser’ s sales receipt showing original date of purchase and location of purchase. Replacements under this warranty revert back to the date of original purchase for future warranty.

Manufacturer or its authorized dealer can accept or reject warranty claims based on its findings. This warranty applies in normal residential use only, where an issue with the product is due to a defect in material or workmanship. Manufacturer can make substitutions as required of mater ials , components, and sub-components of comparable value and utility. This warranty is limited to product repair or replacement (to be determined solely by Manufacturer). Warranty return is limited to only the single affected component.

This warranty covers only manufacturing defects and does not cover normal wear and tear, abuse or misuse, including: water damage, chemical damage, exposure to extreme heat or cold, abrasion or excessive weight. This product is intended to be used with standard ornaments only. This warranty is invalid if the product is not used for intended purpose. Manufacturer disclaims liability for any aspect of installation and any inconvenience caused by a defective part or component.

Certain items are not covered by this warranty. These include, but are not limited to the following:

1. Components subjected to abuse, including abuse intended to simulate failure.
2. Damages caused by retailer, shipper or installation crew (such as scratches, dents, tears, etc.).
3. Any part which merely exhibits normal wear yet functions essentially as new, including stretching of materials and stitching.
4. Tears, punctures, scratches or any damage caused by improper installation or use.
5. Items sold “as is” or floor models.

To make a claim, send a copy of the original sales receipt along with a brief description of the problem to the email address below. Please include your email address and daytime telephone or cell phone #. All items maybe charged actual freight and handling costs. Repairs or replacement will be made at the Manufacturer’s option.

THIS IS THE ENTIRE EXCLUSIVE EXPRESS LIMITED LIABILITY. THE MANUFACTURER NEITHER MAKES NOR IS RESPONSIBLE FOR ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THOSE OF RETAILING DEALERS. THIS EXCLUSIVE REMEDY IS LIMITED TO RECEIPT OF A CREDIT IN CONNECTION WITH THE REPAIR OR REPLACEMENT OF ANY PRODUCT OR COMPONENT DEEMED TO BE DEFECTIVE UNDER THE TERMS AND CONDITIONS AS STATED IN THIS WARRANTY. NEITHER FRASER HILL FARM, THE PRODUCT MANUFACTURER NOR ITS AGENTS SHALL BE LIABLE IN ANY CASE FOR INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY OR NEGLIGENCE EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT AS OTHERWISE MAY BE REQUIRED BY LAW, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OTHER THAN THE WARRANTY DESCRIBED HEREIN, AND ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

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