WARRANTY

PLEASE DO NOT RETURN TO THE STORE.

You have a 1-year warranty and Marlon will replace a defective part for free. Call us at 1 (888) 277-6960 for warranty parts and questions.

RESIDENTIAL USE:

The equipment is covered by a two (2) year limited warranty from the date of original purchase.

COMMERCIAL, RENTAL, MUNICIPAL, AGRICULTURAL SERVICE PROVIDER, OR INSTITUTIONAL USE:

The equipment is covered by a ninety (90) day limited warranty from the date of original purchase.

Marlon Recreational Products Ltd warrants to the original purchaser that this product will be free from defects in materials and workmanship under normal use and service during the applicable warranty period. If the product fails due to a defect in material or workmanship during the warranty period, Marlon Recreational Products Ltd will, at its sole discretion, repair, replace, or supply the defective part.

This is a parts-only warranty. Labour, service calls, travel expenses, rental equipment, loss of use, and any other associated costs are not covered.

Upon expiration of the applicable warranty period, Marlon Recreational Products Ltd. shall have no further liability or obligation with respect to the product.

Marlon Recreational Products Ltd does not authorize any distributor, dealer, retailer, or other person to extend or modify this warranty on its behalf.

Warranty coverage is non-transferable and applies only to the original purchaser. Proof of purchase (original sales receipt) is required for all warranty claims.

PRODUCT REGISTRATION

We strongly recommend registering your DK2 or Snowbear by Marlon product online to help expedite any warranty claims on your product. Product registration for both DK2 and Snowbear by Marlon products can be completed at www.detailk2.com/warranty.

LIMITED WARRANTY EXCEPTIONS

Electrical components are covered for sixty (60) days from the date of delivery.

PTO driveline components, including the PTO shaft, driveline guards, and safety shields, are covered for ninety (90) days from the date of delivery.

Replacement parts provided under warranty assume only the remaining balance of the original warranty period.

The exclusive remedy under this warranty is the replacement of defective parts. Marlon Recreational Products Ltd reserves the right to substitute comparable parts or components when necessary.

Photographs, videos, serial numbers, or the return of defective parts may be required prior to warranty approval.

LIMITED WARRANTY EXCLUSIONS

The limited warranty does not apply to the following:

- Damage resulting from misuse, abuse, negligence, accident, mishandling, overloading, or improper operation.
- Damage resulting from operation above the specified 540 RPM PTO speed.
- Improper assembly, installation, adjustment, maintenance, lubrication, storage, or transportation.
- Damage resulting from the use of incompatible tractors, PTO systems, or unauthorized attachments.
- Normal wear and tear.
- Wear items including, but not limited to, skid shoes, scraper bars, cutting teeth, cutting chains, cutting blades, shear bolts, bearings, bushings, decals, paint finishes, belts, chains, wiring components or switches, springs, pins, tires, hydraulic hoses, nuts, bolts, and other consumable components.
- Surface rust, paint fading, powder-coat blemishes, scratches, dents, cosmetic imperfections, or minor finish defects that do not affect product performance.
- Products that have been modified, altered, or repaired with unauthorized parts or procedures.
- Consequential, incidental, indirect, special, or punitive damages, including but not limited to persons, property, tractors, vehicles, equipment, loss of income, loss of use, or downtime.

WARRANTY CLAIM PROCEDURE

Within the applicable warranty period, contact Marlon Recreational Products Ltd. at 1 (888) 277-6960 or email support@marlonproducts.com.

Notify customer service of the claimed defect and provide:

- Proof of original purchase
- Model number
- Serial number
- Description of the issue
- Supporting photographs or videos, if requested

The validity of the claim will be determined by Marlon Recreational Products Ltd. If approved, replacement parts will be issued.

No product may be returned without a Return Goods Authorization (RGA) number issued by Marlon Recreational Products Ltd.

If covered replacement parts are not in stock, they will be ordered by Marlon Recreational Products Ltd and the customer will be notified when replacement parts are available.

DAMAGED FREIGHT

Damage caused during freight transportation is not covered under this warranty.

Inspect all shipments upon delivery. If freight damage is observed, refuse the shipment or clearly note the damage on the delivery receipt before signing. Freight claims are the responsibility of the carrier and must be reported immediately.

RETURNS BEFORE USE

Unused products may be returned in accordance with the return policy of the retailer from whom the product was purchased.

DEFECTIVE PRODUCT AFTER USE

If a defect is discovered after the product has been assembled or placed into service, contact Marlon Recreational Products Ltd at 1 (888) 277-6960 between 8:00 AM and 4:00 PM EST, Monday through Friday, for assistance.

TO EXPEDITE YOUR WARRANTY CLAIMS, PLEASE REGISTER YOUR DK2 OR SNOWBEAR BY MARLON PRODUCT. SCAN THE QR CODE BELOW OR VISIT WWW.DETAILK2.COM/WARRANTY TO REGISTER.