

# Lionel Limited Warranty Policy & Service

This Lionel product, including all mechanical and electrical components, moving parts, motors and structural components, with the exception of **LIGHT BULBS, LED's & TRACTION TIRES** are warranted to the original owner-purchaser for a period of **one year from the original date of purchase** against original defects in materials or workmanship when purchased through a **Lionel Authorized Retailer\***.

This warranty does **NOT** cover the following:

- Normal wear and tear
- Light bulbs or LED's
- Defects appearing in the course of commercial use
- Damage resulting from abuse/misuse of the product

Transfer of this product by the original owner-purchaser to another person voids this warranty in its entirety. Modification of this product in any way; visually mechanically or electronically, voids the warranty in its entirety.

Any warranted product which is defective in original materials or workmanship and is delivered by the original owner-purchaser (this warranty is non-transferrable) to Lionel LLC or any Lionel Authorized Service Station **MUST** be accompanied by the original receipt for purchase (or copy) from an **Authorized Lionel Retailer\***, will at the discretion of Lionel LLC, be repaired or replaced, without charge for parts or labor. In the event the defective product cannot be repaired, and a suitable replacement is not available, Lionel will offer to replace the product with a comparable model (**determined by Lionel LLC**), if available. In the event a comparable model is not available the customer will be refunded the original purchase price (requires proof of purchase from the **Authorized Lionel Retailer\*** it was originally purchased). Any products on which warranty service is sought must be sent freight or postage prepaid (Lionel will refuse any package when postage is due). **Transportation and shipping charges are not covered as part of this warranty.**

**NOTE: Products that require service that do not have a receipt from a LIONEL AUTHORIZED RETAILER\* will be required to pay for all parts required to repair the product (labor will not incur a charge) providing the product is not older than 3 years from date of manufacture and is within 1 year from date of purchase. A copy of the original sales receipt is required.**

## **In no event shall Lionel LLC be held liable for incidental or consequential damages.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

This warranty gives you specific legal rights and you may have other rights which vary from state to state.

## **Instructions for Obtaining Service**

If service for this Lionel LLC product is required; bring the item, along with your DATED sales receipt and completed warranty information (at the bottom of this page) to the nearest Lionel Authorized Service Station. Your nearest Lionel Service Station can be found by calling 1-800-4-LIONEL or by accessing the website at [www.lionel.com](http://www.lionel.com).

If you prefer to send your Lionel product directly to Lionel, for repair you must FIRST call 586-949-4100 extension 2 or FAX Lionel at 330-286-4146 or write to Lionel LLC, 6000 Victory Lane, Concord, NC 28027. Please have the 6-digit Lionel product number, the date of original purchase, the dealer where the item was purchased and what seems to be the problem. You will receive a return authorization (RA) number to ensure your merchandise will be properly tracked and handled upon receipt at Lionel LLC.

Once you have your Return Authorization (RA) number, make sure the item is packed in its original Styrofoam inner container which is placed inside the original outer display box (this will help prevent damage during shipping and handling). This shipment MUST be prepaid and we recommend that it be insured with the carrier of your choice.

Please make sure you have followed all of the above instructions carefully before returning any merchandise for service. You may choose to have your product repaired by one of Lionel LLC's Authorized Service Stations after its warranty has expired. A reasonable service fee should be expected once the product warranty has expired.

## **Warranty Information**

Please complete the information below and keep it, along with your **DATED ORIGINAL SALES RECEIPT**. You **MUST** present this form **AND** your **DATED SALES RECEIPT** when requesting warranty service.

\*A complete listing of Lionel Authorized retailers can be found by calling 1-800-4-LIONEL or by visiting our website at [www.lionel.com](http://www.lionel.com).

Products that are more than 3 years old, from date of manufacture, are not applicable for warranty coverage, even if they have never been sold prior to this date. (Under no circumstance shall any components or labor be provided free of charge.)

Name \_\_\_\_\_

Address \_\_\_\_\_

Place of Purchase \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Product Number \_\_\_\_\_

Product Description \_\_\_\_\_

