

## Chief (Legrand) Warranty Information

Skywalker will assist with all warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the vendor. See warranty and contact info below.

### **Warranty Policy**

With the exception of electrical products, Chief warrants its products to be free of defects in material and workmanship for 10 years. All warranties are in effect beginning the date the product was invoiced by Chief. Electrical mechanisms (such as lift products) have a 1-year limited warranty. All warranties are in effect for the original purchaser only. Chief disclaims liability for any modifications, improper installation and/or installations over the specified weight capacity. Chief also disclaims liability for any modifications made to electrical mechanisms, improper installation, incorrect voltage connection and/or installations over the stated weight capacity. All Electrical Mechanisms are intended for indoor use only and failure to comply will void warranty.

Chief's sole warranty obligation to the owner of its products is to repair or replace (at Chief's discretion) defective products at no charge to the original purchaser within the warranty period. The purchaser is responsible for returning the product to Chief Manufacturing via prepaid shipping. To the maximum extent permitted by applicable law, Chief disclaims any other warranties, express or implied, including warranties of fitness for a particular purpose and warranties of merchantability. Chief will not be liable for any damages whatsoever arising out of the use or inability to use Chief products, even if Chief has been advised of the possibility of such damages. Chief bears no responsibility for incidental or consequential damages. This includes, but is not limited to, any labor charges for the repair of Chief products performed by someone other than a Chief employee. Because some states and jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply. Chief will not be responsible for damage to Chief products caused by misuse, abuse, failure to properly package the product for return to Chief or for damage caused by carriers during shipment to or from Chief. Any repairs to Chief products required due to misuse, abuse or shipping damage or repairs of defective Chief product outside the warranty period will be performed at the current rates established by Chief for factory service.

### **Contact Information:**

#### **Legrand | AV Headquarters**

6436 City West Parkway  
Eden Prairie, MN 55344

Phone Number: 1-866-977-3901

Email: [av.support@legrand.com](mailto:av.support@legrand.com)

Website: <https://www.legrandav.com/products/chief>

### **Process for obtaining RMA**

Please use above information to obtain RMA.

