

Komo Warranty

For warranty issues within 30 days of purchase all fees including shipping, parts and labour will be covered by Jalyns, the Canadian distributor of Komo products.

Items will be repaired or replaced on a per assessment, per claim basis.

After 30 days all shipping and related fees to Jalyn's will be at the customer's expense.

Upon arrival at Jalyn's the item will be inspected to ensure it is a warranty issue.

If deemed a warranty issue Jalyn's will repair and ship back to you at their cost. If we find there is no issue or that the issue at hand was due to improper usage they will contact you with repair costs etc.

Shipping costs are the responsibility of the customer for repairs or if sent to Jalyn's and deemed a non-issue and user error.

***All warranty is based on original date of purchase.*

For more information, customer service or to report a Warranty issue, please contact Jalyn's by email at info@jalyns.ca and type WARRANTY in the subject line of your email or call 306 598-2121.

Please include the following in all correspondence or have available when calling:

- model

- serial number

- date of purchase

and if applicable photos of the issue.

Warranty Available by Product

Refer to specification table below each product for the warranty available
– see Mills & Flakers product page on fieldstoneorganics.ca

Note: Commercial Jumbo model has a Limited 2 Year Warranty as does the the Fidibus XL Plus if used in a commercial application.

Warranty is limited to personal use by original purchaser or the persons listed on the warranty or sales receipt. The warranty is not transferrable.

Sales receipt will be required for all warranty work.

All warranty work must be done at Jalyn's facility in Saskatchewan unless prior approval and arrangements have been made.

Warranty void if negligence, abuse or item has been tampered with or attempted repairs without authorization. Jalyn's to be contacted prior to shipping on all warranty or repairs.