

### **Jack Richeson Product Warranty**

Jack Richeson products (excludes BEST product line; see BEST warranty for information on these products) are guaranteed to be free from defects for 90 days after purchase from an authorized Richeson retailer.

See details for warranty claim forms and return instructions. Damage from shipping companies is specifically excluded. Damage from abuse or misuse of product is specifically excluded.

### **Best Artist Easels & Best Furniture Product Warranty**

Best Artist Easels guarantees to repair or replace any part from any Best Easel or Taboret that fails in the normal course of use, within the lifetime of the product, for the original single user owner. Schools, factories, and commercial settings are excluded from this warranty due to higher than normal usage/wear & tear. Schools, factories and commercial settings will be offered service and repair on a time and materials basis.

Proof of purchase from a Best Easel retailer is required. Consumer is responsible for packing, shipping and return shipping costs if more than 90 days have elapsed since the original date of purchase. If less than 90 days have elapsed since date of purchase, consumer is responsible for packing the product in the original shipping cartons with original packing materials. JRC will arrange return shipping (lower 48 states only) on product less than 90 days old if the product can not be repaired with a replacement part. Failure to utilize original shipping materials will void your warranty.

For non-USA based consumers, Jack Richeson does not offer product warranties or service. Product warranties, service and repairs for non-USA based consumers are at the sole discretion of the importing distributor or retailer. Jack Richeson & Co., Inc. bears no financial responsibility for products shipped outside of the USA.

Contact customer service at 920.738.0744 for Repair Authorization Number prior to shipping. Damage from shipping companies is specifically excluded. Damage from abuse or misuse of product is specifically excluded.

Best Artist Easels additionally guarantees that we will make available replacement parts for lost items, or parts damaged other than in the normal course of use, at a reasonable cost, for the lifetime of the easel. Consumer is responsible for packing, shipping and return shipping costs, if applicable. This guarantee specifically excludes all other furniture and all other product lines.

# Jack Richeson/BEST Warranty, Parts, & Repair Claim Form

\_\_\_\_\_ EXPRESS WARRANTY CLAIM. I just purchased my product within the last 14 days from a USA authorized retailer (lower 48 states) and it is missing a part or hardware. I am mailing, e-mailing (orders@richesonart.com) or faxing (920.738.9156) this claim form, a copy of my receipt and a photo or instruction sheet clearly circling the missing part or hardware. Instructions can be found at www.richesonart.com > products > instructions. Jack Richeson will usually ship within 1 business week when parts are available (occasionally parts may require 6-8 weeks lead time from our vendors), using standard UPS ground service. Overnight service is available at an additional charge. (Credit card required for expedited service.)

\_\_\_\_\_ I am requesting a warranty repair/replacement on a Richeson (non-BEST) product purchased from a USA authorized retailer (lower 48 states). I understand that warranty claims are only valid for 90 days and require the receipt to be attached to this claim. I understand that I must ship the product at my expense to Jack Richeson and Company. No credit card required.

\_\_\_\_\_ I am requesting a non-warranty repair/replacement on a Richeson (non-BEST) product purchased from a USA authorized retailer (lower 48 states). I understand that I am responsible for inspection, shipping, and repair/replacement charges and have provided my credit card information below. Some repairs may not be possible after inspection of the product. Credit card required.

\_\_\_\_\_ I am requesting repair of my BEST product purchased from a USA authorized retailer (lower 48 states). Receipt required for warranty claims. I have read and understand the warranty. I understand that certain charges may apply after inspection. I understand that I am responsible for all shipping costs. Credit Card required if more than 90 days has elapsed since time of purchase.

\_\_\_\_\_ I am requesting missing parts or hardware from a Richeson or Best product or easel purchased from a USA authorized retailer (lower 48 states). I have attached a photo of the product (images available on our website www.richesonart.com > products) clearly showing the part or placement of the hardware. Parts for products purchased less than 14 days ago will be provided at no charge. Charges for parts and shipping will apply on parts 14 days after the date of purchase. Credit Card Required if product was purchased more than 14 days ago.

\_\_\_\_\_ If easel was recently delivered, was there damage to the carton? Yes/No

\_\_\_\_\_ If there was damage to the carton did you sign for the carton as damaged? Yes/No

Visa / Mastercard (circle one)

Credit Card # \_\_\_\_\_ Security Code \_\_\_\_\_

Name on Card \_\_\_\_\_ Exp. Date \_\_\_\_\_

I authorize Jack Richeson Co. to charge the above credit card up to \$35.00 for inspection, repair, and/or return shipping of my product. I will be contacted for authorization if charges will exceed this amount.

Signature of Cardholder \_\_\_\_\_

**Jack Richeson and Company does not accept returns or issue refunds.  
See your retailer's return and refund policy.**

**Jack Richeson does not provide product warranty, service, or repair outside the USA.  
See your importing distributor or retailer for their policy.**

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_

E-mail Address \_\_\_\_\_

Product Descriptions/item # \_\_\_\_\_

Where Purchased \_\_\_\_\_ Date Purchased \_\_\_\_\_

Receipt Attached? Y / N

Description of Problem \_\_\_\_\_

### **INSTRUCTIONS for parts and repair of easels and printing presses:**

1.) Print a copy of this claim form. Complete all requested information.

2. Call 920.738.0744 / Customer Service for a Return Authorization Number.

\*Note: Customer Service will determine if it is possible to order parts without returning damaged or worn pieces of your easel.

\*You will be responsible for the cost of shipment to the factory, as well as the cost of shipment for the repair or parts on all warranty and non-warranty repairs.

\*Customer Service may request e-mailed images of the damaged or worn parts to assist in determining which parts are required.

\*Without purchase information, Parts or Repair will be considered as non-warranty.

\*Requests for warranty repair are subject to review for qualification.

3. If a Return Authorization number is issued, include a claim form copy in your carton. For Express Claim Service, fax or e-mail your claim for quicker service. Attach receipt copy on all warranty claims. You will be charged for inspection, repair, and shipping if receipt is not provided, or if you do not have a valid warranty claim.

2.) Easels less than 30 days old - include a copy of the packing slip if this product was shipped directly to your home. Packing slip is located on the outside of the carton.

3.) Attach photo of product showing the missing or damaged part, hardware or easel segment clearly circled. It may be requested to circle the parts requested on the easel instruction sheet. If you no longer have the instructions, copies can be obtained by calling Customer Service at 920-738-0744.

4.) Write the RA# on the outside of the carton. Mail or ship the product to the address shown below. We strongly recommend you insure the shipment. Warranty determination will not be made until inspection has been completed. Provide Credit Card information if required.

### **Return Addresses:**

**Mail:**

(Authorization # required)  
Jack Richeson & Co.  
P.O. Box 160  
Kimberly, WI 54136

**UPS/Truck:**

(Authorization # required)  
Jack Richeson & Co.  
557 Marcella Street  
Kimberly, WI 54136

**Customer Service:**

(To request Authorization #)  
Phone: 920.738.0744  
Fax: 920.738.9156  
Email: orders@richesonart.com