

WOODENWARE ASSEMBLY & FIT GUARANTEE



Guarantee Overview

Thank you for choosing Mann Lake for your woodenware needs. We stand behind the quality and craftsmanship of our products and offer a fit guarantee to ensure your satisfaction. We offer three grades of lumber: select, commercial, and budget. The acceptable imperfections for each grade are detailed in the product information, available both online and in our catalog. The guarantee is valid for all beekeeping woodenware purchased from Mann Lake, including hive bodies, frames, supers, and other related woodenware products.

Duration

- 30 days from the receipt of the product.

Coverage

If you experience any assembly issues related to fit or cut, please notify us within 30 days of receiving your order. We will request photos detailing the issue, and if defects fall outside of our manufacturing standards, we will provide a replacement at no charge to you.

- **Customer Satisfaction:** For unassembled woodenware, we advise assembling it promptly, as wood moisture levels can change over time, potentially impacting the fit. If you experience any issues with the assembly or fit of your woodenware, please contact us within 30 days of receiving your order.
- **Fit and Compatibility:** All of our 10-frame equipment is manufactured to industry standard dimensions and is fully compatible with other industry standard 10-frame equipment.
- **Quality Assurance:** In the unlikely event that an item does not meet our high standards for assembly and fit, we will replace the product at no additional cost to you.
- **Damages:** Any damages incurred during shipping are covered under our damaged freight policy.

What is Not Covered

- Damage resulting from misuse, abuse, or accidental damage during assembly.
- Damage from improper use.
- Wear and tear from regular use.
- Modifications or alterations made to the product.
- Damage caused by using incompatible parts or accessories.
- Shipping and handling costs associated with returns or repairs not covered under warranty.

How to File a Warranty Claim

- **Contact Us:** Please contact our customer service department at beekeeper@mannlakeltd.com or **800-880-7694** to report the issue.
- **Provide Documentation:** Provide a copy of the original purchase receipt or transaction number and a detailed description of the defect or issue. Photos or videos of the issue may be requested by our customer service team.
- **Return Process:** Upon verification of your claim, you will receive instructions on how to return the defective item. We will cover shipping costs for returns under warranty. Do not return your item without an RMA (Return Merchandise Authorization) number from our customer service team.
- **Repair or Replacement:** After receiving the returned item, we will assess the defect. We will either repair the defective part or send a replacement unit at our discretion.

Empowering Beekeepers on Hive at a Time!

We appreciate your business and are committed to providing you with the best possible service. Thank you for choosing Mann Lake! For questions or further assistance, please reach out to our customer service team.