

WARRANTY & REGISTRATION

Thank You!

Welcome to the Laguna Tools® group of discriminating industrial machinery owners. We understand that you have a choice of where to purchase your machines and appreciate the confidence you have in the Laguna Tools® brand.

Through hands-on experience, Laguna Tools® is constantly working hard to make innovative, precision products. Products that inspire you to create works of art are a joy to operate and encourage your best work.

Laguna Tools®
Imagination, Innovation, and Invention at Work

Warranty & Registration

Every product sold is warranted to be free of manufacturer's defective workmanship, parts, and materials. For any questions about this produce, the intended use or what it was designed for, customer service, or replacement parts, please contact our customer service department:

Laguna Tools® Customer Service
744 Refuge Way, Grand Prairie, Texas 75050, USA
1-800-234-1976
www.lagunatools.com/why/customer-service/
8AM. To 5PM PSF. Monday through Friday

For warranty claims or to report damage upon receiving-please reach out to our warranty department:

Laguna Tools® Warranty Service
744 Refuge Way, Grand Prairie, Texas 75050, USA
1-800-234-1976
www.lagunatools.com/policies/warranty
8AM to 5PM PST, Monday through Friday

Registration

To prevent voiding this warranty, all products sold must be registered within thirty (30) days of receiving the product. Registering the product will enable the original purchaser to receive notifications about important product changes, receive customer service, and be able to file a warranty claim against defective workmanship, parts, or materials.



Who is Covered

The applicable warranty covers only the initial purchaser of the product from the date of receiving the product. To file such claims, the original purchaser must present the original receipt as proof of purchase.

What is Covered

The warranty covers any defects in the workmanship of all parts and materials that make up the machine unless otherwise specified. Any part determined by Laguna Tools® to have a defect will be repaired or replaced (and shipped), without charge. The defective item/part must be returned to Laguna Tools® with the complaint and proof of purchase in the original packaging that it was received in. In the event the item/part is determined to be not covered by this warranty, the customer will be responsible for the cost to replace the item/part and all related shipping charges.

Warranty Limitations

This limited warranty does not apply to natural disasters, acts of terrorism, normal wear and tear, product failure due to lack of maintenance or cleaning, damage caused by accident, neglect, or lack-of inadequate dust collection. The warranty may be voided against proof of misuse/abuse, damage caused where repair or alterations have been made or attempted by others, using the product for purposes other than those described as intended use (unless with consent by Laguna Tools®), modification to the product, or use with an accessory that was not designed for the product. It is the responsibility of the user to understand basic woodworking machinery settings and procedures and to properly maintain the equipment in accordance with the standards provided in this manual.

Length of Warranty

All new machines and optional accessories sold through an authorized dealer carry a two-year warranty effective from the date of receiving the product. Machines sold for either commercial or industrial use have a one-year warranty. Wearable parts like throat plates, bandsaw guides, etc., have a ninety-day warranty.

Table A-1 Warranty Lengths

2 Year – New Machines Sold Through an Authorized Dealer
2 Year – Accessories Sold as Machine Options (excluding blades)
1 Year – Machines Sold for Commercial or Industrial Use
1 Year – Blades and Accessories outside of Machine Options
90 Days – Wearable Parts

Aside from being free of defects upon receiving, consumable parts, like cutters and abrasives, are not covered by this warranty unless otherwise stated by Laguna Tools®. These parts are designed to be used at the expense of the operator and are available for replacement or inventory purchase. The determination of a consumable part will be made on a case-by-case basis by Laguna Tools®.

Shipping Damage

Laguna Tools® is not responsible for damage or loss caused by a freight company or other circumstances not in the direct control of Laguna Tools®. All shipping-related claims for loss or damage to goods must be made to Laguna Tools® within twenty-four hours of delivery.

How to Receive Support

To file a warranty claim, please contact the warranty department at 1-800-234-1976. To receive customer service or technical support, please contact the customer service department at 1-800-332-4094. Parts, under warranty, are shipped at the expense of Laguna Tools® either by common carrier, FedEx ground services, or similar method. Technical support to install replacement parts is primarily provided by phone, fax, email, or the Laguna Tools® Customer Service Support Website.

