



Hely & Weber Warranty/Return Policy

Warranty

Hely & Weber offers a limited warranty on all its products and warrants the original purchaser against defects in manufacturing and materials for the reasonably usable life of the product. This warranty does not extend to products exhibiting normal wear and tear, misuse, post-sale alterations, post-sale accidental damage, or improper fit.

Hely & Weber extends no additional warranties, commitments, obligations, or guarantees, expressed, or implied, including but not limited to implied product quality, merchantability, and/or fitness for a specific purpose.

Returns

Hely & Weber's customer service department manages all returns on products purchased directly from Hely & Weber

- A Return Materials Authorization (RMA) is required prior to any return.
- Please print the RMA number on the exterior of the shipping box.
- Please provide any documents that Hely & Weber provided regarding this return/exchange.

If you did not purchase the product directly from Hely & Weber, please contact the company from which you purchased our products for any refunds.

Hely & Weber will accept non-warranty returns within 90 days from the confirmable date of purchase subject to a 15% restocking fee. Products must be in their original box and be of a quality acceptable to Hely & Weber.

You may not return products that have been custom-logoed, custom-made, specialty-built, or discontinued products for credit or exchange except for failure in workmanship or materials.