



ELECTRIC UNCAPPING KNIFE WARRANTY INFORMATION



Warranty Overview

Thank you for purchasing your electric uncapping knife from Mann Lake. Pierce Beekeeping Equipment has been manufacturing the best electric uncapping knives in the world since 1947. At Mann Lake, we are proud to carry on that legacy. All of our Pierce-branded uncapping knives and tools are handmade in the USA with the best components. We stand behind the quality and craftsmanship of our products and offer a comprehensive warranty to ensure your satisfaction.

Warranty Duration

- 2-Year Limited Warranty from the date of purchase.

Coverage

This warranty covers defects in materials and workmanship under normal use. If a defect arises and a valid claim is received within the warranty period, we will repair or replace the defective parts at our discretion. The warranty is non-transferable and applies only to the original purchaser.

- Mechanical defects in the electric knife components, including the heating element.
- Damages incurred during shipping. Photos will be required to file a claim with the shipper. Any damages caused during transit must be reported within 30 days of receipt.
- Shipping and handling costs if a damage or defect claim is deemed valid.

What is Not Covered

- Damage resulting from misuse, abuse, or accidental damage during use.
- Damage from improper use, such as using the knife as a pry tool for prying apart frames.
- 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.