

PRODUCT GUARANTEE

At Burgon & Ball we stand by the quality of our tools. All our products are covered by at least a one-year guarantee against manufacturing defects, but look for the below logos on the product packaging and our website for items that carry a longer guarantee.



Very occasionally, there may be structural failings caused by errors in manufacturing or defects in materials that can cause a product to fail. If the fault occurs within the first 12 months and was bought via a third party (i.e. another store or website) then please return the product to your place of purchase for a replacement or refund.

For items bought directly from us or after 12 months (and still within the guarantee period) please contact us directly, either by email on enquiries@burgonandball.com or by phone on 0114 233 8262.

We may very occasionally ask for the item to be returned to us for quality control purposes, but usually all we require is an image of the item clearly showing the fault, and a proof of purchase (with the exception of tools covered by the lifetime* guarantee, where no proof of purchase is required).

Where a replacement is offered, we will make every effort to offer a similar tool. Where this is not possible, we may offer an alternative item.

This guarantee covers our products when used for domestic gardening only. Under this guarantee we cannot cover normal wear, lost or stripped parts, or any product which has been modified. We also cannot cover product damage due to misuse. i.e. using a tool in a manner for which it was not designed, or where the tool has not been adequately cared for e.g. Keeping a tool outside rather than in a dry environment. This guarantee also excludes cosmetic changes in appearance due to wear and tear.

** 'Lifetime' qualified as 75 years for legal compliance*

Burgon & Ball

SHEFFIELD ENGLAND SINCE 1730



Need help? Call us

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