

# Malmark Warranty

In 1973, Jake Malta created our flagship product the Malmark Handbell out of his living room in the small bucolic town of Doylestown, PA. In 1982 Jake created the Malmark Choirchime® Instrument. Since that time Jake's legacy and Malmark's brand have become synonymous with quality, innovation, and iconic design. Your Malmark Handbells and Choirchime® Instruments are backed by that same commitment to quality and performance.

As a result, we unequivocally stand behind our Handbell and Choirchime® Instruments and guarantee them to be free from manufacturing defects for the duration of the warranty period. In the unlikely event that your product displays a manufacturer's defect covered under warranty, we will replace the defective part at no cost.

We want you to be happy and feel secure with your Malmark Handbells and Choirchime® Instruments. As a result we offer the following warranties on our Handbells and Choirchime® instruments:

- **Malmark extends to the original purchasers of all Malmark Handbells purchased after October 1, 1984, a Lifetime Warranty on the complete Handbell.**
- **Malmark extends to the original purchasers of all Malmark Handbells purchased before October 1st 1984 a Lifetime Warranty on the Handbell casting only.**
- **Malmark extends to the original purchasers of all Malmark Choirchime® Instruments from C3-C8 a five year warranty on the complete Choirchime® Instrument.**
- **Malmark extends to the original purchasers of all Malmark Choirchime® Instruments from C2-B2 a two year warranty on the complete Choirchime® Instrument.**

In order for any part to qualify for replacement under warranty it must first be returned to Malmark. Any part may be returned to Malmark for warranty evaluation at any time with the assurance that a determination and all necessary work will be made and the parts returned as promptly as possible.

The customer will not incur a charge for the Repair or Replacement of the Part(s) still under warranty. Parts out of warranty will be replaced at costs for material and labor. Shipping and insurance costs are always at the expense of the customer in either case. Additionally, all parts submitted for warranty evaluation will incur a \$10 processing fee. This fee is per order regardless of how many parts are submitted for warranty evaluation.

This warranty is void if the Handbells are serviced by any other party other than Malmark, Inc. or its authorized affiliate. The Malmark warranty gives you specific legal rights in addition to the others which may vary from state to state. Malmark's liability shall not exceed the cost of repair or replacement of any part claimed defective by the purchaser. This warranty may change without prior notice to our customers.

\*It should be noted that the improper use of mallets and performing the martellato or plucking technique with excessive force may cause damage to the bell that may invalidate the Lifetime Warranty.

## **Malmark Warranty Process**

We hope that you never experience a problem with your Malmark Handbells or Choirchime® Instruments, but in the event either your Handbell or Choirchime® Instruments displays a manufacturer's defect covered under warranty, please follow the simple steps below to file a warranty claim.

All parts to be considered for replacement under warranty must first be returned to Malmark for evaluation. No parts will be sent out to a customer under warranty prior to a visual inspection of the part in question by Malmark. The customer is responsible for all shipping costs.

### **Step #1 Complete Form:**

To submit a part for consideration for replacement/repair under warranty, please download and complete the form in the link below. No prior authorization from customer service is required.

### **Step #2 Pack and Mail:**

Pack the form along with the part(s) you are submitting for evaluation and or hand deliver it or send it to Malmark at the address below:

USPS  
Malmark Bellcraftsmen  
Warranty Claims Department  
PO Box 1200  
5712 Easton Road  
Plumsteadville, PA 18949

UPS/FedX/Other  
Malmark Bellcraftsmen  
Warranty Claims Department  
5712 Easton Road  
Plumsteadville, PA 18949

Please make sure to securely pack your parts and properly insure them.

Once the part is received by Malmark, all warranty items will undergo an evaluation process to determine if they are eligible for replacement under warranty. This may include destructive and non-destructive testing.

Please note, all parts being submitted for warranty evaluation, whether covered under warranty or not, will be assessed a \$10 processing fee per order. This fee is per order regardless of how many parts are submitted for warranty evaluation. Additional charges may apply for all parts not covered under warranty.