

12 Survivors Warranty

12 Survivors is proud to offer a Limited Lifetime Warranty on all products. Your product is warranted free of defects in materials and workmanship. This warranty is limited to the product's original owner and does not cover mistreatment or modification, normal wear and tear, normal fading or natural damage.

In the event of a defect under this warranty, we will, at our discretion, repair or replace the product. Light bulbs, batteries and other consumable components are not applicable to this warranty.

If you are sending in a product for a warranty repair, you will be required to fill out a Return Authorization (RA) request form, which can be found [HERE](#). Follow all instructions outlined on the Return Form. To make the return process smoother, register your product [HERE](#). Once the form has been received and processed, you will receive a confirmation email containing your RA number and a PDF Return Form. The Return Form must be filled out completely and mailed in with your product.

To receive a RA number for warranty service, or out-of-warranty repair, you will need to do the following:

1. Click [here](#) to fill out the Warranty RA Form.
2. Once the request has been received, you will either receive a reply email that contains all necessary return information, or a customer service representative will contact you and give you an RA number over the phone.

To send in the product, you will be required to include the following items:

1. The filled out Repair Form.
2. The defective product.
3. Copy of the original receipt showing when and where the product was purchased.
4. The RA number printed on the box, with a return address.