

FRASER HILL FARM®

Thank you for your purchase!

With proper use and care, this product will provide you with years of enjoyment. If you have any questions, please contact us directly.

✉ **Holiday@FraserHillFarm.com** (Anytime)
☎ **855-591-7451**

(9AM to 9PM Eastern Time, Monday - Friday)
(9AM to 5PM Saturday - Sunday)

In the unlikely event that you experience a problem, please provide pictures and a description of the problem, a receipt (if available), name and address of the purchaser and the name of retailer where you purchased the product.

Please do not return this item to the retailer.

Please call our toll-free number 1 (855) 591-7451 or email us at Holiday@FraserHillFarm.com and a customer service representative will assist you.

ENJOY YOUR HOLIDAY!

ASSEMBLY STEPS:

Step 1: Align & Insert the Tree Stem

Components: **Snowman or Santa Base** ×1, **Metal Tube with 3 screws** ×1, **Christmas Tree Main Pole** ×1

Take the Christmas Tree Main Stem (the green tree's metal pole). Align its center with the hole in the Metal Pipe (on the Snowman Base or Santa Base). Push the tree stem into the pipe until it is fully seated at the bottom. (as shown in the second image: the metal pipe is empty, ready for the tree stem).

Step 2: Tighten the 3 Screws

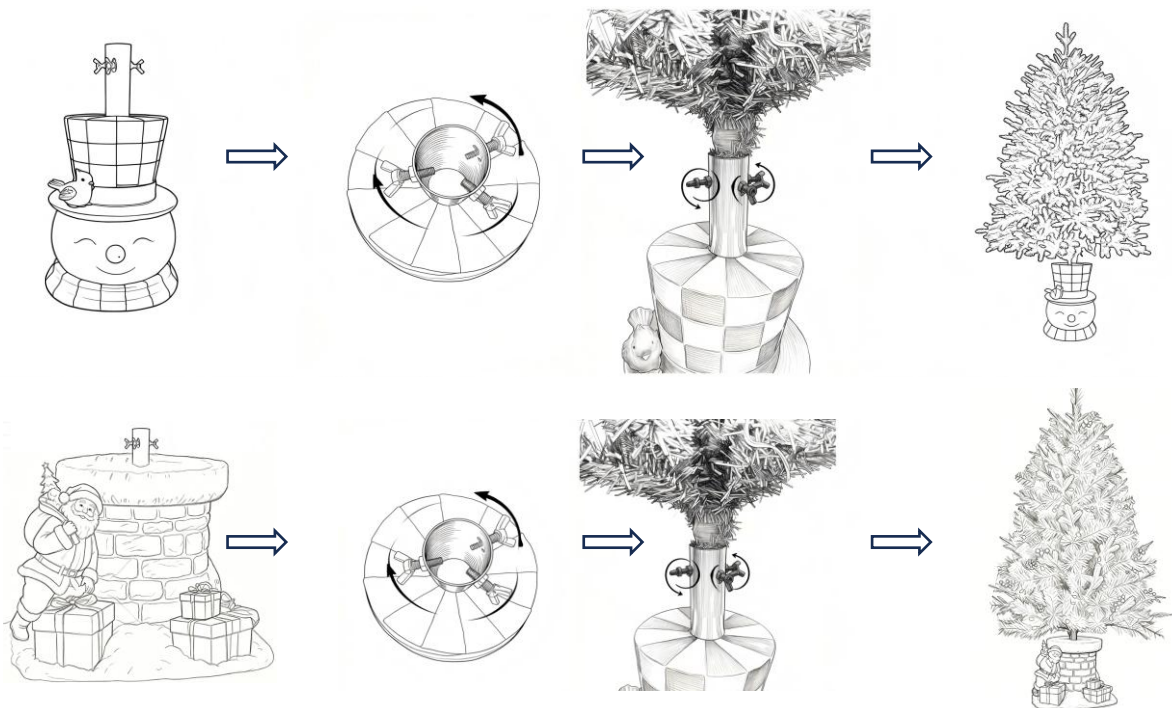
Use a tool (e.g., screwdriver) to turn the 3 screws on the **Metal Tube** clockwise. Tighten them until the screws "clamp" the **Christmas Tree Main Pole** (ensuring the tree stays upright).

Step 3: Test Stability

Gently shake the Christmas Tree. If it stays still (no wobbling), the assembly is successful!

Final Check:

- Ensure the tree stem is fully inserted and the 3 screws are tight.
- Confirm the tree stands upright without leaning.



FRASER HILL FARM®

Register your product today!

Congratulations on your new Fraser Hill Farm product! Register your item using the link below to activate your warranty and stay updated with product news, helpful tips, troubleshooting support, maintenance advice, and any important recall or safety notices.

<https://fraserhillfarm.com/register-your-product>



Warranty Information

Fraser Hill Farm provides a one-year Limited Warranty from the purchase date, covering repair or replacement of defective components. This warranty applies only to the original purchaser and requires the original sales receipt with the purchase date and location. Warranty coverage for replacements defaults to the original purchase date.

Contact Warranty Services at: 1-855-591-7451

Email us at: *Holiday@FraserHillFarm.com*

www.FraserHillFarm.com

1-YEAR LIMITED WARRANTY

"Limited" Warranty Program

For a period of one (1) year after purchase, Fraser Hill Farm ("Manufacturer") will either repair or replace defective components in accordance with this Limited Warranty.

Sales and use taxes, plus shipping and handling charges are the responsibility of the consumer.

This warranty is between Manufacturer and the original purchaser and is valid only when accompanied by the original purchaser's sales receipt showing original date of purchase and location of purchase. Replacements under this warranty revert back to the date of original purchase for future warranty.

Manufacturer or its authorized dealer can accept or reject warranty claims based on its findings. This warranty applies in normal residential use only, where an issue with the product is due to a defect in material or workmanship. Manufacturer can make substitutions as required of materials, components, and sub-components of comparable value and utility. This warranty is limited to product repair or replacement (to be determined solely by Manufacturer). Warranty return is limited to only the single affected component.

This warranty covers only manufacturing defects and does not cover normal wear and tear, abuse or misuse, including: water damage, chemical damage, exposure to extreme heat or cold, abrasion or excessive weight. This product is intended to be used with standard ornaments only. This warranty is invalid if the product is not used for intended purpose. Manufacturer disclaims liability for any aspect of installation and any inconvenience caused by a defective part or component.

Certain items are not covered by this warranty. These include, but are not limited to the following:

1. Components subjected to abuse, including abuse intended to simulate failure.
2. Damages caused by retailer, shipper or installation crew (such as scratches, dents, tears, etc.).
3. Any part which merely exhibits normal wear yet functions essentially as new, including stretching of materials and stitching.
4. Tears, punctures, scratches or any damage caused by improper installation or use.
5. Items sold "as is" or floor models.

To make a claim, send a copy of the original sales receipt along with a brief description of the problem to the email address below. Please include your email address and daytime telephone or cell phone #. All items maybe charged actual freight and handling costs. Repairs or replacement will be made at the Manufacturer's option.

THIS IS THE ENTIRE EXCLUSIVE EXPRESS LIMITED LIABILITY. THE MANUFACTURER NEITHER MAKES NOR IS RESPONSIBLE FOR ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THOSE OF RETAILING DEALERS. THIS EXCLUSIVE REMEDY IS LIMITED TO RECEIPT OF A CREDIT IN CONNECTION WITH THE REPAIR OR REPLACEMENT OF ANY PRODUCT OR COMPONENT DEEMED TO BE DEFECTIVE UNDER THE TERMS AND CONDITIONS AS STATED IN THIS WARRANTY. NEITHER FRASER HILL FARM, THE PRODUCT MANUFACTURER NOR ITS AGENTS SHALL BE LIABLE IN ANY CASE FOR INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY OR NEGLIGENCE EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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