MRC

Aquatic Life Support & Exhibits

MRC Aquarium Warranty

MRC warrants all manufactured aquariums against external seam leakage due to faulty craftsmanship for a period of ten (10) years for the aquarium only. This warranty is non-transferable and is only available to the original purchaser who has completed the product registration form below, mailed it to MRC within 30 days of purchase, has maintained a copy of the original receipt, and can offer the receipt as proof of purchase upon demand. If the receipt is from a local dealer/reseller, the receipt must specify MRC as the manufacturer.

This warranty is subject to the following conditions:

- If the aquarium is not installed and maintained using a compatible stand purchased from MRC at the same time as the aquarium, this warranty is only valid for 90 days from date of purchase.
- Failure must be the result of a defect in manufacture and not due to improper use, defective material, accident, misuse, abuse or act of nature. Modification or alteration of the aquarium by drilling, cutting, sawing, gluing anything to, bending, melting, tapping or other similar means voids the warranty.
- Use of a perimeter support stand, even temporarily, voids the warranty. The aquarium bottom must be fully supported on a flat level surface at all times.
- This warranty is void if the aquarium has been damaged in any way, at any time; including breakage that occurs after the aquarium is set up that is caused by improper set up or accident.
- This warranty is limited to replacement of the aquarium and does not cover fish loss, personal injury, property loss or direct, incidental or consequential damage arising out of use of this aquarium. Warranty excludes repair, replacement, or reinstallation of fabricated interiors of any kind. Examples include but are not limited to: reef sculptures; custom interior overflows, or other similar decorative structures not directly related to the structural build of the aquarium. MRC's liability to the purchaser is limited to the replacement of the tank. By purchasing and operating an aquarium from MRC you acknowledge and accept the risks of any accidents and/or damage arising from misuse, poor maintenance, incorrect setup/installation, and ongoing usage.
- Acrylic bonding of non-museum grade aquariums is subject to occasional bubbles and crazing in the seams; this is to be expected and is not warranted against.
- MRC warrants that the actual dimensions will be within ⅜ inch of specifications in any/all dimensional perspectives.
- This warranty does not extend to leaks involving bulkheads or connections; these are the sole responsibility of the purchaser and are not warranted by MRC.
- Stands and canopies are excluded from any warranty, expressed or implied.
- If the aquarium is paired with a MRC stand purchased at the same time as the aquarium, defective standard aquariums will be repaired or replaced by MRC, at our option, during the first 24 months from the date of purchase at no additional cost to the purchaser besides freight. After 24 months, MRC shall cover a pro-rata share of the aquarium replacement/repair cost (freight excluded) according to the following schedule: 25-36 months, 80%; 37-48 months, 50%; 49-120 months, 20%.
- Under no circumstance will MRC be held responsible for any damages caused by defective products or for incidental or consequential damages, or for loss incurred from manufacture, sale, installation, use, or misuse of these products.
- All components resold by MRC are covered under their respective manufacturers' warranty, MRC does not warrant any component other than their own manufactured products.
- To be effective, this warranty sheet must be filled out completely and mailed to MRC within thirty (30) days from date of purchase along with proof of purchase, such as a copy of the sales invoice or receipt.
- MRC reserves the right to change the warranty terms. Please refer to www.mrcamerica.com for updated warranty terms and stipulations.

Warnings:

- Do not use any product that contains ammonia, alcohol, or abrasives such as Windex, Comet, Ajax, Lysol, Vinegar, or other commercial cleaners when cleaning the acrylic surface of your MRC aquarium, this will cause “crazing”. Only use mild soap and water. MRC Does not warrant against “crazing” or spider cracks – these are caused by incorrect implementation and/or maintenance.
- Protect your aquarium from chemical fumes, including paint, varnish, etc. Use of such cleaners, or exposure to chemical fumes, will cause the acrylic to gradually lose its clarity. In addition, do not use coarse sponges or pads to clean the aquarium. A soft cloth and water or a polish made specifically for acrylic should be used for cleaning.
- High intensity lighting, such as Metal Halide or fluorescents are often incorrectly installed. This type of lighting should be installed 14" above the acrylic aquarium top. Purchaser should purchase an extra tall canopy. Fans should be used to provide sufficient air flow to keep the acrylic aquarium top cool. Failure to follow these recommendations could cause damage to the aquarium top not covered by this warranty.
- Acrylic aquariums will expand, or deflect, when filled with water; allowances of at least 1” in all directions must be allowed for the tank to expand. Failure to do so may result in a rupture due to uneven pressure.

Upon discovery of failure, MRC will repair or replace the aquarium, at our option, per the terms of this warranty, provided it is returned freight prepaid by the purchaser to:

MRC
3057 Summer Oak Place
Buford, GA 30518

This warranty is MRC’s sole warranty and sets forth the customers exclusive remedy, with respect to defective products; all other warranties, express or implied, whether of merchantability, fitness for purpose, or otherwise are expressly disclaimed by MRC.

RMA procedure

Prior to returning product to MRC, you must obtain an RMA number by emailing us at support@mrcamerica.com. Please provide a complete description of the problems that you’re experiencing with your product. Email photos as they pertain to the issue you’re experiencing. Returns without a valid RMA number will not be entertained.

Name	
Address	
City, State, Zip Code	
Phone Number	
Date of Purchase	
Reseller Name	
Reseller Address	
Model Number	
Aquarium Dimensions	

You must attach a copy of your receipt for this warranty to be valid and mail it to MRC at the address listed above. Also, you must retain a copy of your receipt for this warranty to be valid.