

## **OUR WARRANTY**

*(Please note the general warranty does not apply to commercial units. For details on commercial warranty, please contact us at [service@sunpentown.com](mailto:service@sunpentown.com))*

Sunpentown International Inc. warrants our products to be defect free in material and workmanship for a period of ONE YEAR from the date of purchase. Defective products may be sent back by the original purchaser or any subsequent owner within the warranty period, with proof of purchase date to Sunpentown Int'l.

Defective products will be repaired or replaced, at manufacturer's discretion, free of charge. All replacement parts or units will be new or reconditioned. Parts or units, which are replaced, become the property of Sunpentown. Warranty after repair or replacement will not be extended beyond the original one-year period.

The warranty does not apply to any unit that has been tampered with, nor to damages incurred through improper use and care, faulty packing or mishandling by any common carrier.

### **What is NOT COVERED:**

- Warranty does not include freight charges.
- Damage due to installation error, product abuse and/or misuse.
- Incidental or consequential damage caused by possible defects with this product.
- Labor cost incurred for the installation and/or removal of a possible defective unit.
- Damage to product caused by improper power supply voltage, accident, fire, floods or acts of nature.
- Failure of product resulting from unauthorized modifications to the product.
- Improper installation or failure to perform the necessary maintenance.
- Normal wear and tear on parts or replacement of parts designed to be replaced.
- Damage to personal property from use of product.
- Replacement or repair of household fuses, circuit breakers, wiring or plumbing.

Repairs not covered by this warranty may be returned to Sunpentown, postage prepaid. All repairs or services will be performed at current cost for parts and labor plus return postage. Please carefully box your package for shipping and it is HIGHLY recommended to return product by insured or by traceable means. Sunpentown is NOT RESPONSIBLE for any packages lost or damaged by any of the carriers.

Manufacturer's sole obligation and your exclusive remedy under this warranty are limited to such repair or replacement. This is a limited warranty and is in lieu of all other warranties, express or implied, including merchantability. This warranty gives you specific legal rights. You may also have other legal rights varying from state to state.

### **If you have service or repair questions:**

- Do not return the product to the retailer from which it was purchased.
- Contact our consumer service (1-800-330-0388) for assistance.
- To ensure the fastest possible resolution to the problem, please have the model number on hand.
- If it is determined that you should return your product for repair or replacement - send the product along with your name, contact info and brief description of the problem to:

SUNPENTOWN INTERNATIONAL INC.  
Attn: Service Dept.  
14625 Clark Ave.  
City of Industry, CA 91745

If the inspection shows that the product is defective, under our Limited Warranty, Sunpentown will attempt to repair or will replace the defective part or product at no cost to you. Comparable substitutions are based on replacement product availability and at the sole discretion of the Manufacturer. If our inspection shows that the product is not defective under our Limited Warranty we will return it to you shipping charges prepaid.

Please note that the inspection process can take 7~10 business days from receipt of your product. Replacements and/or repairs normally take 2~5 working days, but can tack up to 6 weeks depending on product/part availability.

## **RETURNS**

Products (except Power Generators) may be returned within 30 days of receipt. Returned products must be in new, fully functional, and undamaged condition. Returns must include the original box, packing materials, manuals, and accessories. All returns must have a return merchandise authorization number (RMA) and will be subject to a 15% restocking fee. Items with free shipping are subject to a 30% restocking fee. SHIPPING AND HANDLING COSTS ARE NOT REFUNDABLE AND THE PURCHASER IS RESPONSIBLE FOR THE COST OF THE RETURN SHIPPING. All returns will be inspected and Sunpentown reserves the right to adjust the refund depending upon the condition of the returned product. To obtain a RMA number, please contact customer service at 1-800-30-0388 or [email](#), with your order number, model number and reason for return. Please note: this only applies if your order was purchased directly from Sunpentown Int'l. If your order was purchased through one of our dealers, you will need to contact them directly regarding returns. Power Generator are not refundable, ALL SALES ARE FINAL.

### Damaged Shipments

If your package arrives damaged, please contact us within **72 HOURS** of delivery at 1-800-330-0388 to report any damages and arrange for a replacement. Sometimes damage from shipments may not be visible, so it is very important that you carefully check and test your new merchandize. If the damage is obvious upon delivery, you should refuse the shipment and note the damages to the driver. Then call us immediately to arrange for a replacement. Damaged shipments cannot be returned for full refund or credit toward other Sunpentown products, only replacment of the same item.

### To Obtaining RMA (Return Merchandise Authorization)

Please contact our customer service at 1-800-330-0388 to obtain a RMA number. All returns must have a valid RMA number, or the shipment will be refused at our warehouse. Once a RMA number is issued, the merchandize must be returned within 15 days. The RMA number expires after 15 days and will not be extended or renewed. You are responsible for all expenses associated with the return shipment of the product to us. You are also responsible for properly packing the product in its original packaging and including all product manuals, parts and accessories as well as insuring the value of the item. Any shipping damages that occur will be your responsibility to handle with the shipping agent. We reserve the right to

adjust or deny a full refund of the purchase price if the product is not returned in this manner.