

Product Warranties

The following SousVide Supreme Product Warranties apply for products purchased within the United States and Canada.

SousVide Supreme

Eades Appliance Technology, LLC (“we,” “us” or “our”) provides a limited warranty solely to the original purchaser of the unit (“you”) as described below:

What Does This Limited Warranty Cover?

We provide a limited warranty to the original purchaser of the unit against manufacturing defects in material and workmanship under normal use and service. Please refer to SousVide Supreme Demi Instructions for Care and Use for a description of proper use and care of the unit. WE DO NOT PROVIDE ANY OTHER WARRANTY EXPRESS OR IMPLIED. ALL OTHER WARRANTIES ARE DISCLAIMED, INCLUDING IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

How Long Does The Coverage Last?

This limited warranty covers the original owner for claims made no later than one year from the date of purchase. You also may have an implied warranty under state law, which is hereby limited to claims made no later than one year from the date of purchase. Some jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so the foregoing limitation may not apply to you.

What Is the Remedy for a Defective Unit?

Your exclusive remedies for any breach of our limited warranty are as follows (and are subject to the limitations described in this limited warranty card): At our sole election,

- repair or replacement of the defective unit by us for the original purchaser at no charge. You must pay for the cost of delivery of the unit to us for the necessary repairs or replacement.
- payment to you for the allowable damages that you incurred in reasonable reliance on the limited warranty, but only up to the amount you paid for the unit less reasonable depreciation based on actual use.

If the remedies described above are deemed to have failed their essential purposes, then your recovery for any damages will not exceed the amount that you paid for the unit. The provisions in this section are not remedial promises but rather describe your sole and exclusive remedies.

In order to make a warranty claim, (a) contact your service representative at customerservice@sousvidesupreme.com or 877.787.6836 to determine your warranty coverage, (b) pack your SousVide Supreme carefully with proper packing materials to prevent damage

during transit and (c) send it to us with proof of purchase, owners name/address/phone number/e-mail and a description of the problem(s). Ship the package to the address given to you by our service representative at customerservice@sousvidesupreme.com or 877.787.6836 via an insured courier. We are not responsible for packages lost in transit.

What Does This Limited Warranty Not Cover?

This limited warranty does not cover damages directly or indirectly arising or resulting from or during (1) commercial use or any other use other than personal or household use, (2) use with another product or other damage or loss suffered by the use or combination of any other item, (3) accident, misuse, abuse, vandalism, power surges or acts of God (including lightning and other weather conditions), (4) improper or inadequate maintenance, (5) unauthorized modification, (6) damage in return transit, (7) normal wear and tear and (8) repairs by an unauthorized service technician. WE ARE NOT RESPONSIBLE FOR AND THIS LIMITED WARRANTY DOES NOT EXTEND TO ANY CONSEQUENTIAL, INDIRECT, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING TO THE UNIT.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This limited warranty is not transferable and is limited to the original purchaser.

How State Law Applies: This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

EADES APPLIANCE TECHNOLOGY, LLC
Toll free 877.787.6836
customerservice@sousvidesupreme.com

SousVide Supreme Demi

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EADES APPLIANCE TECHNOLOGY, LLC

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SousVide Supreme Vacuum Sealer

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In order to make a warranty claim, (a) contact your service representative at customerservice@sousvidesupreme.com or 877.787.6836 to determine your warranty coverage, (b) pack your SousVide Supreme Vacuum Sealer carefully with proper packing materials to prevent damage during transit and (c) send it to us with proof of purchase, owners name/address/phone number/e-mail and a description of the problem(s). Ship the package to the address given to you by our service representative at customerservice@sousvidesupreme.com or

877.787.6836 via an insured courier. We are not responsible for packages lost in transit.

What Does This Limited Warranty Not Cover?

This limited warranty does not cover damages directly or indirectly arising or resulting from or during (1) commercial use or any other use other than personal or household use, (2) use with another product or other damage or loss suffered by the use or combination of any other item, (3) accident, misuse, abuse, vandalism, power surges or acts of God (including lightning and other weather conditions), (4) improper or inadequate maintenance, (5) unauthorized modification, (6) damage in return transit, (7) normal wear and tear and (8) repairs by an unauthorized service technician. WE ARE NOT RESPONSIBLE FOR AND THIS LIMITED WARRANTY DOES NOT EXTEND TO ANY CONSEQUENTIAL, INDIRECT, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING TO THE UNIT.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This limited warranty is not transferable and is limited to the original purchaser.

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Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.