

Warranty

PRODUCT WARRANTY

Appliance 1 Year Limited Warranty

Focus Products Group International, LLC (“the Company”) warrants this appliance from failures in the material and workmanship for one (1) year from the date of original purchase with proof of purchase, provided that the appliance is operated and maintained in conformity with the Instruction Manual. Any failed part of the appliance will be repaired or replaced without charge at the Company’s discretion. This warranty applies to indoor household use only.

This warranty does not cover any damage, including discoloration, to any non-stick surface of the appliance. This warranty is null and void, as determined solely by the Company, if the appliance is damaged through accident, misuse, abuse, negligence, scratching, or if the appliance is altered in any way.

THIS WARRANTY IS IN LIEU OF ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, OR OTHERWISE, WHICH ARE HEREBY EXCLUDED. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, FORSEEABLE, CONSEQUENTIAL, OR SPECIAL ARISING OUT OF OR IN CONNECTION WITH THIS APPLIANCE.

If you think the appliance has failed or requires service within its warranty period, please contact the Customer Care Department at (866) 290-1851, or e-mail us at customercare@focuspg.com. A receipt proving the original purchase date will be required for all warranty claims, **hand written receipts are not accepted**. You may also be required to return the appliance for inspection and evaluation. Return shipping costs are not refundable. The Company is not responsible for returns lost in transit.

Valid only in USA and Canada

30 DAY ORDER RETURN POLICY

All products and parts purchased directly from Focus Products Group International, LLC include a satisfaction guarantee of 30 days from the date of purchase. Focus Products Group International, LLC products purchased from a retailer or received as a gift must be returned to the original place of purchase. If you are not satisfied with your purchase from Focus Products Group International, LLC within 30 days of the original purchase, you may return the item(s) directly to the company. Items must be returned in original condition and must include all original packaging, accessories and printed materials. Original shipping charges are non-refundable. A 10% restocking charge will be assessed for the return. (The restocking charge will not be applied to the return if it was a result of a Focus Products Group International, LLC error.) This satisfaction guarantee does not cover alleged damage caused by misuse, abuse, accidents or alterations to items purchased directly from Focus Products Group International, LLC. Please

carefully package and return the item(s), prepaid and insured, with an explanation of your dissatisfaction to the address below. Focus Products Group International, LLC is not responsible for returned items which become lost in transit.

Return shipping charges are not refundable.

Focus Products Group International, LLC
Attn: Returned Goods
2845 Wingate St.
West Bend, WI 53095

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.