

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

Warranty

TO OBTAIN SERVICE UNDER WARRANTY:

You must present proof of original purchase date.

Please provide an original dated proof of purchase (sales receipt / invoice) in order to obtain service under warranty.

One Year Parts Warranty:

For one year from the date of original purchase, we will provide free of charge, non-consumable replacement consumable replacement parts or components that failed due to manufacturing defects. Subject to the conditions and limitations set forth below, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by us on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. The consumer is responsible for all shipping costs. Consumable parts not covered by this warranty include but not limited to: Light bulbs, metal, aluminum and charcoal filters.

Who is Covered:

This warranty is extended to the original purchaser for products purchased for ordinary home use in the continental US. (Customer in Canada, Hawaii and Alaska, this warranty is limited).

This Warranty Will Be Voided When:

Product damaged through negligence, improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, modification, or failure to follow installation instructions. When product is used commercially or other than its intended purpose. Damaged because of improper connection with equipment of other manufacturers. Repaired or modified by anyone other than our authorized agents. This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to the US export regulations.

What is Not Covered:

Consumable parts such as light bulbs, metal and charcoal filters. The natural wear of finish, and wear due to improper maintenance, use of corrosive and abrasive cleaning products, pads, and oven cleaner products. Chips, dents or cracks due to abuse, misuse, freight damage, or improper installation. Damage of product caused by accident, fire, floods or act of God. We are not liable for, and does not cover under warranty, any loss of properties or any costs associated with removing, servicing, installing, or determining the source of problems with our products.

This warranty is valid in the United States and Canada. It is non-transferable and applies only to the original purchaser and does not extend to subsequent owners of this product. Any applicable implied warranties, including the warranty of merchantability, are limited in duration to a period of express warranty as provided herein beginning with the date of original purchase at retail and, no warranties, whether express or implied, shall apply to this product thereafter.

Disclaimer

Carefully inspect all items for damages before accepting delivery. Note any damages on the freight bill or express receipt. Request name and signature of the carrier's agent and keep copy to support your claim. Upon acceptance of items, owner assumes responsibility for its safe arrival. Report damages to the carrier and file a claim immediately. Failure to do so may result in the denial of your claim. The carrier will furnish you with necessary forms for filing a claim.

Damages caused during transit are not covered under our warranty. Please contact us to file an insurance claim.

Please inspect contents of package(s) carefully upon receiving! We must be notified of any damages and/or missing parts within five (5) days upon your receipt of package(s). Claims will not be accepted after five (5) days. NOTE: Items were thoroughly tested and carefully packed in our factory before shipping.

Products must be returned in good working condition with ALL original parts and documentation packed in ALL original cartons, fillers and shipping cartons. A restocking fee of 15% will be charged for all approved return(s). Exchanges or returns may not be accepted if any packaging is missing.

Make sure to inspect the hood for damages and defects before installation. Appearance flaws of the hood found after installation and not affecting hood performance is not covered under our warranty for returns or exchanges. Service visits not covered under warranty will carry a service charge.

Before Installation: Return for exchange or refund (please see above for acceptable returns).

After Installation: **NO** exchange or refund.