

# HEARTHWARE WARRANTY

## 30 Day Warranty

The general warranty policies are inside the manual. It is highly recommended that you first read and understand the policies before obtaining warranty services. If you have any questions regarding about the policies or do not understand, please contact us. Below are more detail instructions in obtaining service on top of the warranty information that is in the manual. If any steps are not followed, your warranty can be delayed, extra fees can be added, or warranty can be voided.

### **\*\*TO OBTAIN SERVICE\*\***

1. The owner shall have the obligation and responsibility to: Pay for all services and parts not covered by the warranty.
2. To obtain service, please contact service department FIRST before returning the merchandise. The contact information is at the bottom. A customer service agent will assist you and give you further instructions in obtaining warranty service and will ask you for the following information so please have these information when you call or email us.
  - A) Proof of purchase from the company that you bought the roaster from with the order date.
  - B) Serial & model number that is on the machine of the product that you seeking warranty.
  - C) The problem with the product.
3. Before returning the merchandise, please make sure you did the following
  - A) Carefully package the product using adequate padding material to prevent damage in transit. (If damage during the transit, it will be customer's responsibility - highly recommended to have tracking info & insurance)
  - B) Include in the package owner's name, address, telephone #, detail description of the problem, and your RMA number (return # - given by an agent from Hearthware).
  - C) If any of these is not followed, it can be put on hold and further delay the warranty process or your warranty or return may not be accepted.
4. If the product is defective within the first 30 days of the purchase date, please contact Hearthware and they will provide you with a return label to return the merchandise and send you a new part(s) to replace the defective one(s).
5. If the product is defective after the 30 days and within the one-year limited manufacturer warranty, please call the service department. In this case, it is customer's responsibility to send the defective product(s) back to the service department. Once we receive the product, we shall test it to see if there are errors or problems with the product(s). Based on the test result, if the produc(s) is defective, Hearthware will pay for the shipping & handling charge to return the product(s) back to the customer. However, if the product(s) is still good and can be used in a normal condition, it will be customer's responsibility to pay for their own product(s) to be sent back to them and/or any additional costs.

PHONE:

(P) 1-847-775-8123  
(P) 1-888-689-2831  
(FAX) 1-847-775-8131

E-MAIL: [customerservice@hearthware.com](mailto:customerservice@hearthware.com)

HEARTHWARE HOME PRODUCTS, INC.  
2075 Swanson Ct.  
-1Gurnee, IL 60031

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