WARRANTY STATEMENT

Nexgrill warrants to the original consumer-purchaser only that this product (Model #820-0096) shall be free from defects in workmanship and materials after correct assembly and under normal and reasonable home use for the periods indicated below beginning on the date of purchase. The manufacturer reserves the right to require photographic evidence of damage, or the return of defective parts, postage and or freight pre-paid by the consumer, for review and examination.

BURNERS: 5 year LIMITED warranty against perforation.
COOKING GRIDDLE: 1 year LIMITED warranty; does not cover dropping, chipping, scratching, or surface damage.
ALL OTHER PARTS: 1 year LIMITED warranty (Includes, but is not limited to, valves, frame, housing, control panel, igniter, regulator, hoses)
*Does not cover chipping, scratching, cracking surface corrosion, scratches or rust.

Upon consumer supplying proof of purchase as provided herein, Manufacturer will repair or replace the parts that are proven defective during the applicable warranty period. Parts required to complete such repair or replacement shall be free of charge to you except for shipping costs, as long as the purchaser is within the warranty period from the original date of purchase. The original consumer-purchaser will be responsible for all shipping charges of parts replaced under the terms of this limited warranty. This limited warranty is applicable in the United States and Canada, is only available to the original owner of the product and is not transferable. Manufacturer requires reasonable proof of your date of purchase. Therefore, you should retain your sales receipt and/or invoice. If the unit was received as a gift, please ask the gift-giver to send in the receipt on your behalf, to the below address. Defective or missing parts subject to this limited warranty will not be replaced without registration or proof of purchase. This limited warranty applies to the functionality of the product ONLY and does not cover cosmetic issues such as scratches, dents, corrosions or discolouring by heat, abrasive and chemical cleaners or any tools used in the assembly or installation of the appliance, surface rust, or the discolouration of stainless-steel surfaces. Surface rust, corrosion, or powder paint chipping on metal parts that does not affect the structural integrity of the product is not considered a defect in workmanship or material and is not covered by this warranty. This limited warranty will not reimburse you for the cost of any inconvenience, food, personal injury or property damage. If an original replacement part is not available, a comparable replacement part will be sent. You will be responsible for all shipping charges of parts replaced under the terms of this limited warranty.

ITEMS MANUFACTURER WILL NOT PAY FOR:

- Service calls to your home.
- Repairs when your product is used for other than normal, single-family household or residential use.
- Damage resulting from accident, alteration, misuse, lack of maintenance/cleaning, abuse, fire, flood, acts of God, improper installation, and installation not in accordance with electrical or plumbing codes or use of products not approved by the manufacturer.
- Any food loss due to product failures.
- Replacement parts or repair labour costs for units operated outside the United States or Canada.
- Pickup and delivery of your product.
- Postage fees or photo processing fees for photos sent in as documentation.
- Repairs to parts or systems resulting from unauthorized modifications made to the product.
- The removal and/or reinstallation of your product.
- Shipping cost, standard or expedited, for warranty/non-warranty and replacement parts.

DISCLAIMER OF IMPLIED WARRANTIES; LIMITATION OF REMEDIES
Repair or replacement of defective parts is your exclusive remedy under the terms of this limited warranty. Manufacturer will not be responsible for any consequential or incidental damages arising from the breach of either this limited warranty or any applicable implied warranty, or for failure or damage resulting from acts of God, improper care and maintenance, grease fire, accident, alteration, replacement of parts by anyone other than Manufacturer, misuse, transportation, commercial use, abuse, hostile environments (inclement weather, acts of nature, animal tampering), improper installation or installation not in accordance with local codes or printed manufacturer instructions.

THIS LIMITED WARRANTY IS THE SOLE EXPRESS WARRANTY GIVEN BY THE MANUFACTURER. NO PRODUCT PERFORMANCE SPECIFICATION OR DESCRIPTION WHEREVER APPEARING IS WARRANTED BY MANUFACTURER EXCEPT TO THE EXTENT SET FORTH IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTY PROTECTION ARISING UNDER THE LAWS OF ANY STATE OR PROVINCE , INCLUDING IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, IS HEREBY LIMITED IN DURATION TO THE DURATION OF THIS LIMITED WARRANTY.

Neither dealers nor the retail establishment selling this product has any authority to make any additional warranties or to promise remedies in addition to or inconsistent with those stated above. Manufacturer's maximum liability, in any event, shall not exceed the documented purchase price of the product paid by the original consumer. This warranty only applies to units purchased from an authorized retailer and or re-seller. NOTE: Some states and provinces do not allow an exclusion or limitation of incidental or consequential damages, so some of the above limitations or exclusions may not apply to you; this limited warranty gives you specific legal rights as set for herein. You may also have other rights, which vary from province to province.

If you wish to obtain performance of any obligation under this limited warranty, you should write to:
Nexgrill Customer Relations
14050 Laurelwood Place,
Chino, CA 91710

All consumer returns, parts orders, general questions, and troubleshooting assistance can be acquired by calling customer service department at: 1-800-913-8999 (USA), 1-800-648-5864 (Canada).
Languages spoken: English, French, and Spanish 8 a.m.-5 p.m. PST Monday-Friday.
CustomerService@grillservices.com