

Warranty Policy

CONSEQUENTIAL DAMAGES: The Legacy Companies is not responsible for economic loss or special, indirect or consequential including without limitation; loss or damage arising from food or product spoilage claims, whether or not on account of product failure.

WARRANTY IS NOT TRANSFERABLE: This warranty is not transferable or assignable and applies only to the original verified purchaser.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR SERVICE: There are no other warranties statutory, expressed, or implied, except that which is specifically found on the website. These warranties are exclusive and in lieu of all other warranties including implied and merchantability or fitness of a particular purpose.

IMPROPER ELECTRICAL CONNECTIONS: The Legacy Companies is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the unit. The Omega warranty duration is the one in the country of USAGE of the product, even if the product was purchased in another listed country with different warranty duration. The Omega warranty is VOID in case of non conformity of the purchased product with the local standards, such as voltage, frequency, power plugs, or other local technical specifications. (For example, consumer purchases a 110V product on Amazon and uses the product in a 220V country. The warranty is VOID!)

IMPROPER USAGE: The Legacy Companies assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain the product as set forth in the Owner's Manual provided with each unit.

ADJUSTMENTS & CALIBRATIONS: Adjustments including calibrations, leveling, tightening of fasteners, or utility connections normally associated with the original installation are the responsibility of the dealer, installer or the end user and not the responsibility of The Legacy Companies.

CONSEQUENTIAL DAMAGES: This warranty does not cover any defect due to, or resulting from, ordinary wear and tear, handling, abuse, misuse, or harsh chemical action, nor shall it extend to any product from which the serial number has been removed or altered, or modifications made by unauthorized service personnel or damage by flood, fire or other acts of God.

SHIPPING OF PARTS: For North America consumers, if a product falls within the warranty period, Omega will cover the cost of the replacement part. The consumer will pay for shipping of the part.

OUTSIDE NORTH AMERICA: The Omega warranty duration is the one in the country of USAGE of the product, even if the product was purchased in another listed country with different warranty duration. Please contact the local distributor or Greenfield WorldTrade. sales@greenfieldworld.com / +1-954-202-7336. The Omega warranty is VOID in case of non conformity of the purchased product with the local standards, such as voltage, frequency, power plugs, or other local technical specifications. (For example, consumer purchases a 110V product on Amazon and uses the product in a 220V country. The warranty is VOID!) The Legacy Companies is not responsible for any warranty claims made on products sold or used outside North America and or any territories of the United States of America. At this time, Omega does not have service centers in Canada. Therefore, Canadian customers will have to pay for shipping to and from the USA for service.

CONSUMABLES: Specific parts of Omega's machines are considered to be consumable items, and therefore NOT subject to normal warranty as stated. These items include but are not limited to: blender containers, cutting assemblies, knives, clutches, drive sockets, lids & measuring cups, dispenser bowls, stirrers, handles, lights, shelves, shelf clips, gaskets, sharpening stones, springs, knobs, dials, and decanters. In addition, some items or parts may be discontinued at the time of a warranty claim. For discontinued items or parts, Omega reserves the right to offer a reasonable equivalent of the discontinued item.