

Warranty
PRODUCT WARRANTY

Appliance 1 Year Limited Warranty

West Bend (“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@westbend.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

IMPROPER ELECTRICAL CONNECTIONS EXCLUDED from WARRANTY: 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 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!)

OUTSIDE NORTH AMERICA: The 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 World Trade. sales@greenfieldworld.com / +1-954-202-7336. 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, Nautilus does not have service centers in Canada. Therefore, Canadian customers will have to pay for shipping to and from the USA for service.

30 DAY ORDER RETURN POLICY

All products and parts purchased directly from West Bend include a satisfaction guarantee of 30 days from the date of purchase. West Bend 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 West Bend 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 West Bend error.) This satisfaction guarantee does not cover alleged damage caused by misuse, abuse, accidents or alterations to items purchased directly from West Bend. Please carefully package and return the item(s), prepaid and insured, with an explanation of your dissatisfaction to the address below. West Bend is not responsible for returned items which become lost in transit.

Return shipping charges are not refundable.

Call Customer Care at 866-290-1851 for return details.