

Zojirushi Limited Warranty for Electrical Products

IMPORTANT

Please contact Zojirushi Customer Service to receive a Return Authorization Number BEFORE sending your product in.

ZOJIRUSHI AMERICA CORPORATION ('ZOJIRUSHI') warrants this product against manufacturing defects in materials and workmanship for a period of one year from the date of original retail purchase. Commercial products have a six month warranty from the date of purchase. In both cases, a copy of the purchase receipt is required.

If there is a manufacturing defect, ZOJIRUSHI will repair the product with new or rebuilt parts at no charge to you in the U.S.A. and Canada, provided you return the product during the warranty period and if you are covered, to one of the following: the authorized ZOJIRUSHI dealer from whom this was purchased, a ZOJIRUSHI authorized service center, or ZOJIRUSHI. Please contact Customer Service toll free at 1-800-733-6270 to receive a Return Authorization Number BEFORE returning your product. This warranty includes shipping fees. Packaging fees are not included.

When returning the product, include your name, address, daytime telephone number, and Return Authorization Number. No warranty work can be performed without all of this information.

Should ZOJIRUSHI determine that the product is not defective, is not covered by warranty or is outside of the warranty term, ZOJIRUSHI shall return the product to you at your expense without being repaired or replaced.

ZOJIRUSHI specifically excludes from this warranty all non-electric/mechanical attachments, accessories and disposable parts. These items may include but is not exclusive to measuring cups, measuring spoons, inner cooking pans, baking pans, kneading blades, power cords and plugs.

Also this warranty does not apply if the product has been damaged by accident, abuse, misuse, or misapplication; has been altered or modified without the written permission from ZOJIRUSHI; has been improperly repaired or serviced (including use of inappropriate or unapproved replacement parts) by a non-authorized service center; has not been properly maintained or operated according to the operation manual; is a household product which has been used for commercial, non-household purposes; has been used for commercial, non-household purposes; was not imported by ZOJIRUSHI; was not manufactured according to the specifications of the United States or Canadian market; has been damaged by accidental, improper installation or neglect; or if the lot number on the product has been removed or defaced.

ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF THE ORIGINAL RETAIL PURCHASE OF THIS PRODUCT.

Properly pack the product (preferably in the original carton) so as to prevent damage to the product in transit.

All repaired products shall be warranted for the remaining term of the original warranty.

ZOJIRUSHI IS NOT RESPONSIBLE OR LIABLE FOR ANY LOSS, INCONVENIENCE OR DAMAGE, WHETHER SPECIAL, DIRECT, INCIDENTAL, CONSEQUENTIAL, OR OTHERWISE, AND WHETHER KNOWN OR SHOULD HAVE BEEN KNOWN TO ZOJIRUSHI, INCLUDING LOST PROFITS, GOODWILL, DAMAGE TO OR REPLACEMENT OF OTHER EQUIPMENT AND PROPERTY AND PERSONAL INJURY RESULTING FROM ANY BREACH OF WARRANTY, THE INABILITY TO USE THE PRODUCT OR UNDER ANY LEGAL THEORY IN CONTRACT OR TORT. THESE WARRANTIES AND REMEDIES ARE YOUR SOLE AND EXCLUSIVE WARRANTIES AND REMEDIES IN CONNECTION WITH THE SALE AND USE OF THE PRODUCT. NO OTHER

WARRANTIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED, ARE GIVEN. ZOJIRUSHI'S LIABILITY IS LIMITED TO THE ACTUAL PURCHASE PRICE YOU PAID TO THE RETAIL SELLER OF THE DEFECTIVE PRODUCT.

This warranty is limited only to purchases made through actual retail stores which carry Zojirushi products or Zojirushi recognized e-commerce sites. This warranty will ***not*** be extended to anyone who is not the original retail purchaser of the product. It does ***not*** apply to purchases made through Internet auction sites.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, or do not allow a limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. You are advised to contact applicable state laws for a full determination of your rights. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

No dealer, agent or employee is authorized to make any modification, extension, change or amendment to this warranty.

IMPORTANT NOTICE

Registering your Zojirushi product today will allow us to contact you in the unlikely event any safety notifications are issued for your product, and ensure efficient warranty service. Failure to register will not diminish your warranty rights.

We may change the method by which we provide warranty service to you, without prior notice to you. However, such changes are limited to our handling of warranty claims.

*Please note ZOJIRUSHI is offering this warranty repair only if a manufacturing defect is identified. Should ZOJIRUSHI determine that the product is not defective, is not covered by warranty, or is outside of the warranty term, or should you elect not to have such product repaired, ZOJIRUSHI shall return the product to you at your expense without being repaired.

**If our Technical Department finds that the product has been tampered with (opened, screws removed, altered or modified), the Warranty shall be voided. If Zojirushi determines your product is not covered, we will provide you with a complete estimate for the repair and the cost of return shipping with and without any repairs.

***Please note: once the cost of the repair has been quoted, we ask that you respond to us with whether or not you would like to repair your product. If we have not received a response from you within 3 months of sending the estimate, we will dispose of your product. ZOJIRUSHI will be released from all claims and liability relating to said product.

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