

WARRANTY

Masterbuilt® warrants all of its products to be free from defects in material and workmanship under proper assembly, normal use and recommended care for 1 year from the date of original retail purchase. The Masterbuilt® warranty does not cover paint finish as it may burn off during normal use. The Masterbuilt® warranty does not cover rust. Masterbuilt® requires proof of purchase for warranty claim, such as a receipt.

WHEN DOES THE WARRANTY COVERAGE BEGIN?

Warranty coverage commences on the original date of purchase and covers only the original purchaser. For the warranty to apply, you must register your grill. If a defect in material or workmanship is discovered during the applicable warranty period under normal use and maintenance, Masterbuilt® will, at our sole option, replace or repair the defective component at no cost to you for the component itself. This warranty does not apply to labor, or any other cost associated with the service, repair or operation of the grill. Masterbuilt® will pay all shipping charges on warranty parts.

WHAT IS NOT COVERED?

This warranty does not apply to damage caused by abuse or use of the product for purposes other than that for which it is designed, damage caused by lack of proper use, assembly, maintenance or installation, damages caused by accidents or natural disasters, damage caused by unauthorized attachments or modifications, or damage during transport. This warranty does not cover damage from normal wear and tear from use of the product (for example, scratches, dents, dings and chipping) or changes in the appearance of the grill that do not affect its performance. Commercial use is not recommended with the use of Masterbuilt products, and this warranty does not apply to commercial use of any kind. This usage for example is for restaurateurs, caterers, butchers, rental companies, food trucks and other such commercial entities.

This limited warranty is exclusive and in lieu of any other warranty, written or oral, express or implied, including but not limited to the warranty of merchantability or fitness for a particular purpose. The duration of any implied warranties, including any implied warranty of merchantability or fitness for a particular purpose is expressly limited to the duration of the warranty period for the applicable component.

The purchaser's exclusive remedy for breach of this limited warranty or any implied warranty shall be limited as specified herein to replacement. In no case shall Masterbuilt be liable for any special, incidental or consequential damages.

This warranty is provided to you in addition to all rights and remedies conveyed to you by consumer protection laws and regulations. This warranty in no way affects your legal rights under statutory warranty regulations in your state or country of residence, including the EU. Depending on your state or country of residence limitations on the length of an implied warranty or the damages available to you may not be limited by this warranty.

WHAT WILL VOID THE WARRANTY?

Purchasing any Masterbuilt® product through an unauthorized dealer voids the warranty. An unauthorized dealer is defined as any retailer who has not been expressly granted permission by Masterbuilt® to sell Masterbuilt® products.

RETURN POLICY

We accept returns only on items purchased directly through Masterbuilt® via our website: www.masterbuilt.com. You can return your product(s) up to 30 days from the original date of shipment. All merchandise must be unused, unassembled, and returned in the original packaging. Please include a copy of the original receipt of purchase.

A full refund for the price of the merchandise will be automatically applied to your credit or debit card within 10 business days after receiving the returned product. If your original form of payment is no longer active, we will send a check within 30 days.

Return shipping is the responsibility of the customer. Original and return shipping costs are non-refundable. All items must be postmarked within 30 days from the original date of shipment.

No refunds will be given on merchandise returned after 30 days of the original date of shipment.

This return policy applies only to products purchased directly from Masterbuilt® via website: www.Masterbuilt.com . If you made your purchase through an authorized Masterbuilt® retailer, please contact the retailer directly for information regarding their return policy.