



The product must be delivered prepaid and insured to an authorized Zojirushi Service Center. The product must be sent carefully packed. The original carton is not suitable for shipping. It is advisable to return the product in the original carton, place the original carton inside a larger carton ensuring there is added cushioning to prevent damage to the unit. Your failure to abide by these provisions may cause your request for warranty service to be denied, and the repaired product will be returned at your expense.

Please attach your name, address, telephone number, a description of the problem and a copy of the bill of sale bearing the appropriate Zojirushi model number as proof of the date of the original retail purchase and return postage to each product returned for warranty service.

Zojirushi America Corporation (Zojirushi) warrants this product against defects in materials and workmanship for a period of five years from date of original retail purchase. If you discover a manufacturing defect, Zojirushi will repair the product with new or rebuilt parts at no charge to you in the USA, provided you return the product during the warranty period, with transportation charges prepaid to the authorized Zojirushi dealer from whom this was purchased to authorized service agencies, to the Zojirushi office, or by calling (800)733-6270 or (323)722-1700 for assistance. This warranty does not include any postage, freight, transportation, insurance or delivery fees. Further, if Zojirushi determine that the product is not defective or is not covered by warranty or is outside the warranty term, Zojirushi shall return the product to the sender at the sender's expense without being repaired or replaced.

Zojirushi specifically excludes from this warranty any non-electric/mechanical attachments and accessories and disposable parts. For example, these items include measuring cup, measuring spoon, inner pot, outside case, cord and plug. 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 of Zojirushi; has been serviced by a non-authorized repair center of Zojirushi; has not been properly maintained or operated according to the operation manual; has been used for commercial, non-household purposes; was not imported by Zojirushi; was not manufactured according to the specifications of the United States Market; has been damaged by accident, improper installation or

neglect; or if the serial number for 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. These warranties and remedies are the 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 is not responsible or liable for any damage, whether special, incidental, consequential, direct 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. Zojirushi's liability is limited to the actual purchase price you paid to the retail seller of the defective product.

No Zojirushi dealer, agent, or employee is authorized to make any modification, extension, change, or amendment to the warranty. 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 an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you have other rights which vary from state to state.

Please complete and mail the warranty registration card immediately to protect your warranty service.

Thank You!  
General Policy