

LIMITED ONE-YEAR WARRANTY

Essenergy, Inc. (Essenergy) warrants their Products against defects in material or workmanship for a period of one (1) year from the date of original purchase, when utilized for normal household use. Essenergy will repair or replace the Product, at its option, at no charge except for shipping and handling.

This warranty does not cover: (1) damage due to incorrect customer instruction, installation or set up; (2) cosmetic damage or damage due to an act of God, accident, misuse, abuse, or negligence; (3) commercial use of the Product; (4) modification of any part of the Product; (5) damage due to improper operation, improper maintenance, or connection to an improper voltage supply; (6) damage due to an attempted repair of the Product by anyone not authorized by Essenergy to service the Product; (7) normal wear of parts; (8) damage or defects caused by shipping or faulty packaging or mishandling in transit; (9) any non-electric mechanical attachments and accessories and disposable parts including measure cup, spoon, inner pot, outside case, cord and plug; (10) any use outside of North America

SAVE YOUR SALES RECEIPT. Warranty service will require presentation of proof of purchase in the form of a bill of sale or receipt which shows the date of purchase and establishes that the Product is within the warranty period. PLEASE REGISTER YOUR PRODUCT.

Product must be registered in order to claim warranty services. Please visit <https://vitaclaychef.com/pages/product-registration> to register.

You will be given a Case ID number after your claim is submitted. If you have any questions or need further assistance, please contact us at (408) 329-1150.

This warranty is invalid if the factory applied serial number or production date has been altered or removed from the Product.

If you are instructed to return the unit for testing, the complete electronic housing (without clay pot or lid) must be returned and insured with freight prepaid. Be sure to package in the original packaging and ensure the machine is secure inside of the box with no rattling, or movement once the box is sealed. If the unit arrives with damages from shipment, the warranty will be invalidated.

Please attach your name, address, telephone number, and a description of the problem along with return postage. The product must be sent carefully packed and properly cushioned to prevent damage in transit. Your failure to abide by these provisions may cause your request for warranty service to be denied, and the repaired unit will be returned at your expense. This warranty is extended only to the original purchaser of this product and does not extend to any commercial use or unreasonable use. **This warranty is valid only in the United States and Canada.**

NOTE: REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. ESSENERGY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Website: <https://vitaclaychef.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.