

# Product Warranty Information

Masterbuilt warrants its products to be free from defects in material and workmanship under proper assembly, normal use and recommended care for 90 days 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 of the unit. Masterbuilt requires reasonable proof of purchase for warranty claims and suggests that you keep your receipt. Upon the expiration of such warranty, all such liability shall terminate.

Within the stated warranty period, Masterbuilt, at its discretion, shall repair or replace defective components free of charge, with the owner being responsible for shipping. Should Masterbuilt require return of component(s) in question for inspection, Masterbuilt will be responsible for shipping charges to return requested item. This warranty excludes property damage sustained due to misuse, abuse, accident, damage arising out of transportation, or damage incurred by commercial use of this product.

This expressed warranty is the sole warranty given by Masterbuilt and is in lieu of all other warranties, expressed or implied including implied warranty, merchantability, or fitness for a particular purpose. Neither Masterbuilt nor the retail establishment selling this product has authority to make any warranties or to promise remedies in addition to or inconsistent with those stated above. Masterbuilt's maximum liability, in any event, shall not exceed the purchase price of the product paid by the original consumer/ purchaser. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such a case, the above limitations or exclusions may not be applicable.

California residents only: Notwithstanding this limitation of warranty, the following specific restrictions apply; if service, repair, or replacement of the product is not commercially practical, the retailer selling the product or Masterbuilt will refund the purchase price paid for the product, less the amount directly attributable to use by the original buyer prior to the discovery of the nonconformity. Owner may take the product to the retail establishment selling this product in order to obtain performance under warranty. This expressed warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## Customer Service Mission Statement

Our mission is to provide excellent customer service that will impress our customers with world class quality and timeliness of our service in a pleasant and professional manner. We will provide a genuine and consistent contribution each day and we will act with honor and goodwill. We will also search for opportunities to support our co-workers to create service delivery efficiencies. We value our customers and treat everyone we encounter as we wish to be treated, with integrity and respect.

Call Us

Mail Us  
Masterbuilt, Attn: Customer Service

Email Us  
[customerservice](mailto:customerservice)

Our office hours are: 1 Masterbuilt Court  
Columbus, GA 31907

Monday – Friday 8:00  
-5:00 EST  
Phone: 800.489.1581  
Fax: 706.660.8022

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.