

Five Year Limited Warranty

Great Northern Popcorn Company's popcorn machines are warranted to be free from defects in materials or workmanship for five years from the date of purchase. Within this period, Great Northern Popcorn Company will, at its sole discretion, repair or replace any components that fail during normal use. This warranty does not apply to damage caused by abnormal or unreasonable use, including any repair or attempted repair by anyone other than a certified Great Northern Popcorn Company authorized service technician, use of replacement parts that are not OEM parts, in addition to incidental or consequential damages. Using this product for anything other than its original intended purpose or altering this product in any way will void this warranty. There is a 30 day limited warranty on all consumable parts including but not limited to glass, doors, hinges, blades, kettles and/or light bulbs as applicable.

If your popcorn machine has a manufacturer's defect covered by our warranty, we will either repair or replace it, at our option, without charge or refund. Such repairs, or items deemed to be eligible for replacement, will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for all shipping costs.

Beyond the initial 30 day period, this warranty does not apply to: A. cosmetic damage, such as broken glass, scratches, nicks and dents; B. consumable parts, such as kettles and light bulbs, unless product damage has occurred due to a defect in materials or workmanship; C. damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; D. damage caused by service performed by anyone who is not an authorized service provider of Great Northern Popcorn Company; or E. damage to a product that has been modified or altered without the written permission of Great Northern Popcorn Company. In addition, The original purchaser who has provided proper proof of the original retail purchase and all other requested information is the holder of this warranty.

Please note that repair costs and handling charges may apply if any issue was found to be the fault of the end user. Please be prepared to provide the unit's serial number, if applicable), your return shipping address and a daytime phone number and proof of purchase.

Great Northern Popcorn Company retains the exclusive right to repair or replace, with a new or newly-refurbished replacement machine or part, the product or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE THE SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

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.