

# **WARRANTY TERMS & CONDITIONS**

## **WARRANTY DESCRIPTION**

The motor base and jar assembly, including all moving jar parts, are covered against leaking or breakage for the warranty period. Warranties begin from date of purchase.

Cosmetic damage, product abuse, unreasonable use, damage resulting from an accident (including fire, flood, earthquake or other natural disasters), product tampering, use of accessories not endorsed by Blendtec, service performed or attempted by unauthorized service agencies, units that have modifications, or have been or used for commercial purposes are not included under this warranty.

## **THIS WARRANTY APPLIES ONLY TO PRODUCTS SOLD BY BLENDTEC OR ITS AUTHORIZED DEALERS**

## **LIMITED WARRANTY**

Blendtec warrants the blender motor to be free of defect in material and workmanship for the warranty period. During this period, such defects will be repaired or the product replaced at Blendtec's discretion without charge. This warranty does not cover damage caused by misuse, accident, or negligence.

All implied warranties, including but not limited to implied warranties of fitness and merchantability, are limited in duration to the warranty period on motor and jar. Any unit submitted for repair must be accompanied by proof of original purchase and should be shipped prepaid to:

1206 South 1680 West  
Orem, UT 84058  
1-800-BLENDTEC  
(801) 222-0888

## **FOR INTERNATIONAL TOLL-FREE SERVICE PLEASE CONTACT:**

|                |                  |
|----------------|------------------|
| Australia      | 1-800-014098     |
| Canada         | (855) 230-0888   |
| France         | 0-800-910346     |
| Japan          | 0066-33-821731   |
| Mexico         | 001-855-230-0888 |
| South Korea    | 003-081-32941    |
| Spain          | 900-948733       |
| Taiwan         | 008-01147146     |
| United Kingdom | 0800-1510183     |

The above limitations may not apply in states where limited warranties are not allowed. Other warranties may apply outside of the USA and Canada. Using a machine outside the country it was designed for will void the warranty.

## **UNDER WARRANTY**

1. Contact Blendtec immediately to diagnose the difficulty. Please have the blender serial number ready as well as a description of the problem. Do not attempt to do your own repairs. Repairs made by persons other than Blendtec authorized service representatives will void the warranty. Many issues can be resolved simply and quickly over the phone.
2. If the difficulty cannot be resolved over the phone, your unit may require replacement. If blender is under warranty, Blendtec will repair or replace the unit at no cost. Cosmetic damage and abuse are not included.
3. Upon receiving instructions from Blendtec, box up your existing unit and enclose the following:

Your Name:

Address:

Phone Number:

Motor Serial #(Found on bottom of motor base):

Cycle Count (From the LED Information Center):

Your Purchase Date:

Place of Purchase:

An explanation of the problem:

## **NOTICE TO AUSTRALIAN CUSTOMERS:**

Your goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## **OUT OF WARRANTY**

1. Contact Blendtec to diagnose the difficulty. Please have the blender serial number ready along with a description of the problem. Do not attempt to do your own repairs. Many issues can be resolved simply and quickly over the phone.
2. If the blender is not under warranty and you wish to have it repaired, please call customer service with your serial number, place of purchase and date of purchase so we may give you further instructions on how to send your machine in for an out of warranty repair.
3. When you ship your unit, please enclose the following:

Your Name:

Address:

Phone Number:

Motor Serial #(Found on bottom of motor base):  
Cycle Count (From the LED Information Center):  
Your Purchase Date:  
Place of Purchase:  
An explanation of the problem: