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## Our Guarantee

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### TWO-YEAR WARRANTY:

We guarantee everything we make! Starting from the date of purchase, your OXO On 12-Cup Coffee Brewing System is guaranteed by OXO for two years in the case of any manufacturing defects in materials or workmanship. This OXO warranty is only offered on OXO On appliances sold and used in the US and Canada.

The OXO warranty covers all costs related to restoring the proven defective product through the repair or replacement of any defective part and necessary labor so that it conforms to its original specifications. A replacement product may be provided instead of repairing a defective product. OXO's exclusive obligation under this warranty is limited to such repair or replacement.

**A receipt indicating the purchase date is required for any claims, so please keep it in a safe place.** We recommend that you register your product on our website, [www.oxo.com/registration.aspx](http://www.oxo.com/registration.aspx). Although greatly appreciated, the product registration is not required to activate any warranty and product registration does not eliminate the need for the original proof of purchase.

The warranty does not cover damages resulting from misuse or abuse of the product and/or uses inconsistent with this Use and Care manual, attempts at repair, theft, use with unauthorized attachments or failure to follow the instructions provided with the product.

The warranty becomes void if attempts at repair are made by non-authorized third parties and/or if spare parts, other than those provided by OXO, are used.

You may also arrange for service after the warranty expires at an added cost.

For questions, returns, repairs or warranty claims within the US, please visit [www.oxo.com](http://www.oxo.com) or contact OXO Customer Service at **(800) 545-4411**. We will be glad to assist you.

For customer service, claims or questions on sales in Canada, OXO Customer Service will gladly put you in touch with the appropriate individuals. This warranty gives you specific legal rights, and you may have other legal rights which vary from state to state, country to country or province to province. The customer may assert any such rights at their sole discretion.

### CONTACT INFO:

If you have any trouble with the product during the warranty period, do not attempt to return it to a retail store. Instead, please visit us online at [www.oxo.com](http://www.oxo.com) or contact us at:

#### OXO U.S. Customer Service

**Hours:** Monday – Friday, 8:00am – 5:00pm (ET)

**Phone:** (800) 545-4411 **Fax:** (717) 709-5350

**Mail:** OXO International, Inc. at 1331 S Seventh St. Ste 4,  
Chambersburg, PA 17201-9912

**Email:** [info@oxo.com](mailto:info@oxo.com)

#### Outside the U.S.

Please contact your local distributor or email [info@oxo.com](mailto:info@oxo.com)

### REGISTRATION INFO:

For product registration, please visit us online at [www.oxo.com/registration.aspx](http://www.oxo.com/registration.aspx) or call toll free at **1-800-545-4411**.

Please be advised that as part of our privacy policy we never sell or give away your private information.

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.