



90-Day Limited Warranty

We offer a 90-day limited warranty for iGrill manufacturing defects. The limited 90-day warranty period for the iGrill is a definite, fixed period commencing on the exact purchase-date and specified on the product description page as well as the policy page. The date on your sales receipt is the date of purchase unless otherwise informed. This warranty policy does not apply to products that may have been electronically compromised or operationally or physically damaged, and does not provide any guarantee for product operation outside of the written specifications. We are only able to assist with warranty claims related to manufacturing defects for products within the limited warranty period.

We offer a 30-day limited warranty for temperature probe manufacturing defects. The limited 30-day period for the temperature probes is a definite, fixed period commencing on the exact purchase-date and specified on the product description page as well as the policy page. The date on your sales receipt is the date of purchase unless otherwise informed. Unless the temperature probe has been damaged during use from exposure to flame, contact with metal, or immersion in water (the probe is not dishwasher safe), it is covered for replacement within 30 days of purchase for a manufacturing defect. This warranty policy does not apply to temperature probes that may have been electronically compromised or operationally or physically damaged, and does not provide any guarantee for temperature probe operation outside of the written specifications. We are only able to assist with warranty claims related to manufacturing defects for products within the limited warranty period.

Through your purchase, you agree to the terms and conditions set forth in the limited warranty policy. We reserve the right to revise product warranty policies at any time, with or without notice.

### **Statement of Product Warranty - 90-Day Limited Warranty**

#### **Summary**

iDevices, LLC provides a 90-day limited warranty based on the criteria and exclusion information included in this warranty statement. This limited warranty extends only to the original end-user. To facilitate a warranty claim, we require the original date of purchase and documentation regarding the product purchase. The limited 90-day warranty period for the product is a definite, fixed period commencing on the exact purchase date. The date on your sales receipt is the date of purchase unless otherwise informed. This warranty policy does not apply to products that may have been electronically compromised, operationally or physically damaged and does not provide any guarantee for product operation outside of the written specifications. We are not able to process a warranty claim without a verified date-of-purchase. Subject to all terms and conditions, iDevices warrants this product and its parts against defects in materials or workmanship for 90 days from the original purchase date.

iDevices makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or

conformity to any representation or description, with respect to this product other than as set forth here.

### **Limited Warranty and Terms**

Except as provided below, iDevices is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall iDevices be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product. The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

A Return Merchandise Authorization (RMA) number must accompany any warranty service or questions related to an authorized warranty claim. The RMA number is your warranty claim number and must be retained. iDevices will offer no warranty service without this number. Shipping fees incurred from products for under-warranty service will be paid by iDevices. All shipping fees both to and from iDevices after a 14-day period from authorization must be paid by the customer. All warranty service must be affected via the Procedures for Obtaining Warranty Service described below.

### **Procedures for Obtaining Warranty Service**

To return a defective product, please contact our Customer Support Team using the Submit a Request web form for a RMA number and follow all instructions you will receive via email. A valid email address is required to initiate a warranty claim. The RMA is valid for 14 days from date of issuance. Warranty product returns will not be accepted without an RMA. Manufacturer restrictions do apply.

If warranty service is required, the customer must obtain an RMA number and provide proof of purchase. Warranty claim authorization and services are rendered only by iDevices. All returned products and parts must include a completed RMA Form inside the package and indications of original proof of purchase. No package will be accepted without a completed RMA form inside the package.

Without prior written authorization and an assigned RMA number, any unauthorized units/products/packages delivered to iDevices will be subject to forfeiture of possession of the product as well as any claim to prior or future service. For problems with your product related to a manufacturing defect within the 90-day warranty period, and if no disqualifying conditions or exclusions exist, please follow the steps in this procedure to obtain the service:

1. Contact our Customer Support Team with all required information using the Submit a Request form.
2. If your warranty claim is granted, follow the instructions given by iDevices Customer Support team in an RMA email response. iDevices will not accept any shipments without an RMA number. You will be issued a prepaid FedEx Return Shipment Label via email.
3. Pack the product in its original box or a well-protected box, as outlined in

any return shipping instructions in the email you receive. iDevices will not be responsible for shipping damage/loss of any product during transit. It is very important that you include the completed RMA form inside the package.

4. Upon receiving the product, iDevices will repair or replace your product at iDevices' discretion and will ship it back to you within 2 weeks dependent on parts availability via FedEx.

5. The customer assumes full liability for losses or damages resulting from shipping, as well as all responsibility to pursue remuneration for such issues with the carrier.

For exchanges or advance shipments, where applicable, you will need to provide a valid credit card number as a deposit guarantee when the RMA number is issued. Once approval has been obtained on your credit card, the replacement product or part(s) will be shipped via FedEx. You will need to ship the defective part(s) back to iDevices within 15 days to avoid charges to your credit card. If such charges are incurred, the shipped part(s) will be billed at the then-current price.

### **90-Day Limited Warranty Conditions**

This warranty extends only to products manufactured by iDevices. This warranty covers only normal use of the product. iDevices shall not be liable under this warranty if any damage or defect results from: (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning; or (iii) service or alteration by anyone other than an authorized iDevices representative; (iv) damages incurred through irresponsible use, including those resulting from non-recommended practices.

You must retain your bill of sale or other proof of purchase to receive warranty service. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty. This warranty does not cover any third party products or mobile device related problems. iDevices makes no warranty either expressed or implied regarding third-party (non-iDevices) products.

### **Warranty Exclusions**

iDevices does not offer support for any third-party devices or applications. Technical support should be pursued through channels offered by the third party or individual company. iDevices accepts no liability for problems caused by after-market software or hardware modifications or additions. iDevices is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications or if there are indications of misuse and/or abuse. iDevices has the option of voiding the warranty if anyone other than an iDevices technician attempts to service the product.

iDevices will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges or problems arising out of hardware, software or additional devices added to complement any system/ component bought at iDevices. Under no circumstances will iDevices be responsible

for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. iDevices will not be held responsible for typographical errors on sales receipts, repair tickets or on our website. iDevices makes every effort to make sure all information on our website is correct.

**After 90-Day Limited Warranty Period or Post Warranty Repair**

Post warranty repair or warranty service after the limited 90-day period is not available. iDevices is able to assist with warranty claims related to manufacturing defects for products within the limited warranty period, subject to all terms and conditions. iDevices reserves the right to modify or revise product warranty policy at any time. All expressly stated or implied terms and conditions are subject to change at any time, with or without notice.

