

Warranty (Please read carefully)

We warrant to you, the end-user customer who has properly registered after purchasing the Green Star Elite Juice Extractor (hereinafter referred to as "GSE") for a valuable consideration, that the plastic parts, motor and the Twin Gears of this GSE will be free from defects in materials and workmanship for a period of five (5) years from the date of purchase. All other parts, including, but not limited to, the Juice Pitcher, Cleaning Brush, Wooden or Plastic Plunger, and the Strainer are not subject to any warranty.

In order for you to receive the benefits of this warranty, you are required to register for warranty service by (a) completing and mailing the warranty registration card (next 2 pages) to us within ten (10) days following the purchase of your GSE, or (b) registering online at www.greenstar.com.

1. No warranty will be provided until after we have actually received the proper registration, with all of the requested information, within ten (10) days of the date of the original purchase. The warranty is only good for the original purchaser for value. This warranty is non-transferable.

2. If the GSE exhibits defects while in normal household use, we will, upon our actual receipt of a written notice of such defects from you during the warranty period, either repair or replace, at our option, the GSE that has verifiable manufacturing defects. However, we have no such obligation to repair or replace the machine until after you have, by insured mail and in properly protective packaging*, delivered the GSE to the location of your service center as set forth on page 21. Replacement GSE may be either new or like new. Repaired GSE may contain re-manufactured or re-conditioned parts, which are equivalent to new in performance or may have been subject to incidental use.

3. We do not warrant that the operation of the GSE will be uninterrupted or error-free. In no event shall our liability exceed the retail value of the GSE.

4. All warranty and repair services must be performed at a warranty service center that is located in the country where the GSE was originally purchased. However, in the event that: [I] the machine must be serviced at a service center that is not located within the country where the machine was purchased; or [II] there is no service center within the country where the machine is located and must be shipped to a service center in another country, then those service centers are responsible for the parts and service only, and any and all costs relating to the shipping, delivery and handling of the machine to and from those service centers shall be the sole responsibility of the owner.

This Warranty does not cover damage resulting from: [a] failure to operate the GSE in accordance with the instructions; [b] the use of parts or supplies not provided or authorized by the manufacturer; [c] negligent, improper or inadequate maintenance; [d] service performed or attempted by unauthorized service person; [e] damages, accidental or otherwise to the GSE, which are not directly caused by us or the manufacturer; or [f] damages resulting from abuse, tampering, misuse, commercial use, or unauthorized modification of the GSE.

WE MAKE NO OTHER EXPRESS OR IMPLIED WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL. TO THE EXTENT ALLOWED BY LOCAL LAW, ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY IS LIMITED TO ONE (1) YEAR. In the event that such limitation or exclusion on the duration of an implied warranty is not allowed in the state or county wherein you reside, the above limitation or exclusion may not apply. This warranty gives you specific legal rights and protection, and you may also have other rights that vary from state to state, or county to county.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL WE BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some states or counties may not allow the exclusion or limitation of incidental or consequential damages. If you reside in such a state or county, the above limitation or exclusion may not be applicable.

Do not send your GS back to the service center without return authorization.

***Save Original Shipping Box**

When You Need Service

In the unlikely event that you need service on your GREEN STAR ELITE JUICE EXTRACTOR, or if it fails to function properly while within the warranty period during normal household operation, contact the Green Star Warranty Service Center.

SERVICE CENTERS

For all service inquiries, please first contact the Main Service Center for a return merchandise authorization (RMA) number and proper routing instructions

Main Service Center

Tribest Corporation 1143 N. Patt St., Anaheim, CA 92801
TEL: 888-254-7336, FAX: 714-879-7140

Regional Service Centers

- **West:** 3800 Happy Lane, Suite A, Sacramento, CA 95827-9721
- **East:** 47 Miry Brook Road, Danbury, CT 06810-7408 USA
- **Northwest:** 2185 N.E. Spalding Ave. #1, Grants Pass, OR 97526
- **Midwest:** 21355 Highway 179, Jamestown, MO 65046

If you need service:

- Call the Main Service Center (888-254-7336) to get a return merchandise authorization (RMA) number to send your unit to the service center. Returns will NOT be accepted without an RMA number clearly written on the box.
- Pack your Green Star securely in the original shipping box. Make sure all affected parts are enclosed.
- Fill out the service request form below, detach it and enclose it in the shipping box.
- Seal the shipping box securely with packing tape.
- Address the box to the appropriate service center. Be sure to put your return address on the outside of the package.
- It is always wise to insure the package against possible damages or loss in transit. Ship prepaid.

Detach Form on dotted Line

SERVICE REQUEST FORM

First Name _____ Initial _____ Last Name _____
Address: Street _____ Apt # _____
City _____ State _____ Zip _____
Phone _____
Serial # _____ Model # _____
Date of Purchase _____ Place of Purchase _____
Name of parcel/post carrier (In case of damage during delivery) _____
Reason for service request (use additional paper if more space is needed) _____

please
stamp
here

Green Star Juicer Registration

TRIBEST CORP.

P.O. Box 4089
Cerritos, CA 90703
U.S.A.

- Do you have Internet Service? Yes No
- Have you ever purchased any products through Internet Stores? Yes No
- Do you use e-mail at work? Yes No
email Address: _____
- Do you use e-mail at home? Yes No
email Address: _____
- Please check all that apply to your household
 - Regularly Purchase Items Through the Mail
 - Member of Frequent Flyer Program
 - Subscribe to Cable or Satellite TV
 - Have a CD Player
 - Have a DVD Player
 - Use a Personal Computer
 - Military Veteran in Household
 - Support Health Charities
 - Have a Microwave Oven
 - Have a VCR
 - Have a DVR

Thank you for taking the time to fill out this questionnaire. Your answers will be used to help us better serve you in the future. Periodically, we would like to send you important product information and special offers. Be assured, your privacy is important to us and your information is never shared or sold to third parties unless it is required for us to conduct regular business with you, or unless it is required by law. Please initial here if you would not like us to send you important product updates and announcements:

If you have comments or suggestions about our product, please write to:
Green Star Customer Relations, P.O. Box 4089, Cerritos, CA 90703

GREEN STAR® ELITE REGISTRATION FORM

PLEASE FILL OUT AND RETURN WITHIN THE NEXT 10 DAYS Please write all information legibly!

1. Customer Information

Mr. Mrs. Ms. Miss

First Name _____ Initial _____ Last Name _____

Street _____ Apt. No. _____

City _____ State _____ Zip _____

Phone _____ Email Address _____

2. Date of Purchase: Month _____ Day _____ Year _____

3. Product Information:

Green Star Elite Model #: _____ Serial #: _____

4. Dealer Information

Dealer Name _____

Dealer Address _____

Phone _____

OPTIONAL SURVEY

• How did you learn of Green Star? (Please check only one.)

- | | | |
|---|--|---|
| <input type="checkbox"/> Received as a gift | <input type="checkbox"/> Magazine advertisement | <input type="checkbox"/> Newspaper advertisement |
| <input type="checkbox"/> TV advertisement | <input type="checkbox"/> Radio advertisement | <input type="checkbox"/> In-store display or demo |
| <input type="checkbox"/> Consumer magazine article | <input type="checkbox"/> Friend's recommendation | <input type="checkbox"/> Salesperson |
| <input type="checkbox"/> Information through the mail | <input type="checkbox"/> Other | |

• What is your primary residence?

- | | | |
|--|---|---------------------------------------|
| <input type="checkbox"/> Own a House | <input type="checkbox"/> Own a Townhouse or Condo | <input type="checkbox"/> Rent a House |
| <input type="checkbox"/> Rent an Apartment, Townhouse or Condominium | | |

• What is your Annual Household Income?

- | | | |
|---|---|--|
| <input type="checkbox"/> Less than \$15,000 | <input type="checkbox"/> \$15,000-\$25,000 | <input type="checkbox"/> \$25,000-\$50,000 |
| <input type="checkbox"/> \$50,000-\$75,000 | <input type="checkbox"/> \$75,000-\$100,000 | <input type="checkbox"/> more than \$100,000 |

• What factors most influenced your decision to purchase this juicer? (please check up to three)

- | | | |
|---|--|---|
| <input type="checkbox"/> Green Star reputation | <input type="checkbox"/> Style and appearance | <input type="checkbox"/> Value for the price |
| <input type="checkbox"/> Special product features | <input type="checkbox"/> Warranty | <input type="checkbox"/> Rebate or sale price |
| <input type="checkbox"/> Quality and durability | <input type="checkbox"/> Consumer Magazine Article | <input type="checkbox"/> Reputation of the Dealer |
| <input type="checkbox"/> Friend Recommendation | <input type="checkbox"/> Salesperson | <input type="checkbox"/> Other |

• What is your occupation?

- | | | |
|---|---|--|
| <input type="checkbox"/> Homemaker | <input type="checkbox"/> Professional/Technical | <input type="checkbox"/> Upper Management or Executive |
| <input type="checkbox"/> Middle Management | <input type="checkbox"/> Sales/Marketing | <input type="checkbox"/> Clerical or Service Worker |
| <input type="checkbox"/> Self Employed/Business Owner | <input type="checkbox"/> Student | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Tradesman/Machine Operator/Laborer | | |

• Which credit cards do you use regularly?

- | | | |
|---|--|---|
| <input type="checkbox"/> Visa | <input type="checkbox"/> MasterCard | <input type="checkbox"/> American Express |
| <input type="checkbox"/> Discover | <input type="checkbox"/> Department Store | <input type="checkbox"/> Diner's Club |
| <input type="checkbox"/> Gasoline Company, etc. | <input type="checkbox"/> Do not use credit cards | |

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.