



## Warranty

Your Kitchen or Home Appliance is warranted to the original purchaser to be free from any manufacturing defects under normal use and conditions for one (1) year, cord excluded. During that period, should the appliance fail to operate properly, return the appliance with your sales receipt to the store where purchased. If you use your appliance for household use and according to instructions, it should give you years of satisfactory service. This product warranty covers only the original consumer purchase of the product.

### **WARRANTY IS ONLY VALID WITH A DATED PROOF OF PURCHASE.**

To guarantee repair or replacement without charge, a dated sales receipt showing purchase within the limited warranty period\* must accompany the appliance. Without a sales receipt, warranty will be estimated according to the appliance's manufactured date. A comparable appliance should arrive within 2-3 weeks. However, in case an appliance is not covered by warranty, correspondence offering alternatives will be mailed to you.

**POPCORN MAKERS** - Note: The heating kettle warranty is valid for the first 90-days with dated proof of purchase for models EPM-300, EPM-400, EPM-450, and EPM-550.

During the limited one-year warranty period, a product with a defect will be either repaired or replaced with a comparable reconditioned model (at our option) when the product is returned to our Service Center. (See the "Returns" section below). The repaired or replacement product will be in warranty for the remaining balance of the limited one-year warranty period and an additional one-month(30 day) period.

This limited warranty covers appliances purchased and used within the U.S.A. plus the District of Columbia and does NOT cover:

- Damages caused by unreasonable use, neglect, normal wear and tear, commercial use, improper assembly of product, or Acts of God, such as fire, flood, hurricanes and tornadoes.
- Damages caused in shipping.
- Defects other than manufacturing defects.
- Breakage caused by misuse, abuse, accident, alteration, lack of proper care and maintenance, or incorrect current or voltage.
- Damages of parts that are not electrical; including but not limited to the following: cracked or broken plastic or glass, cutters/strainers, cutting blades, etc.
- Damage from service or repair by unauthorized personnel.
- Extended warranties purchased via a separate company or reseller.
- Consumer's remorse is not an acceptable reason to return a product to our Service Center.

\*The consumer is responsible for any delivery charges for all replacement units provided for exchange under the warranty.

**RETURNS:** To return a defective product, please contact customer service to obtain an RA # (Return Authorization Number). We will not accept any returns of merchandise without an applicable RA #.

For your protection, always carefully package the product for shipment and insure it with the carrier as we cannot assume responsibility for lost or damaged returns. Be sure to enclose the following items with your return: any accessories related to the problem, your full address and daytime phone number, a note describing the problem, a copy of the dated sales receipt or other proof of purchase and a valid RA#.

C.O.D shipments cannot be accepted.

Maxi-Matic, USA expressly disclaims all responsibility for consequential damages or incidental losses caused by the use of this appliance. Some states or provinces do not allow this exclusion or limitation of incidental or consequential losses, so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights, and you may also have other legal rights which vary from state to state, or province to province.

\*One Year Limited Warranty valid only within the U.S.A. plus the District of Columbia, excluding Puerto Rico and the Virgin Islands.

This warranty is effective only if the product is purchased and operated in the USA; product usage which is in violation of the written instructions provided with the unit will void this warranty.

For international warranty, please contact the local distributor.

\*\*Any instruction or policy included in this manual may be subject to change at any time.

## **CUSTOMER CARE**

Call: (800) 365-6133

ext. 120/107/105

M-F 8:30am-5:00pm PST

[Click Here to Contact Us](#)

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.

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