

NEWAGE PRODUCTS INC. PLATINUM 22IN KAMADO GRILL

MANUFACTURER WARRANTY

PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you call our customer service team:

- Name, address and telephone number
- Product Name / SKU Number
- A clear, detailed description of the problem
- Proof of purchase including order number

Register your NewAge Products purchase online for quicker customer assistance and access to exclusive benefits

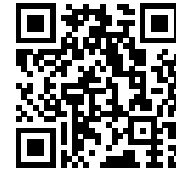
Visit www.newageproducts.com/register/

Warranty Claim

For warranty service please contact NewAge Products at **1-877-306-8930**; or support@newageproducts.com

Please review all warranty details below, prior to contacting NewAge Products for a claim.

Scan the QR code on the right to access our support page or visit www.newageproducts.com/contact-us/



Scan this QR code with the camera on your mobile device to visit the NewAge Products Support Hub

www.newageproducts.com/support-hub/

LIMITED WARRANTY

Subject to the limitations and disclaimers set forth below or in other product documentation, NewAge provides the following warranties to the initial customer;

Length of Warranty	Warranty Covered Items
5 years	Metal Parts, Ceramic Parts
3 years	Heat deflector, Pizza stone and Hinge Spring
1 year	Cast Iron Griddle, Gasket, Thermometer, Grate Gripper, Charcoal Chimney

WHAT IS COVERED

When this product is installed, operated and maintained according to the instructions attached to or furnished with the product, NewAge Products Inc. will replace the defective product or parts if the part fails as a result of defective materials or workmanship for the warranty duration from the purchase date of the product.

WHAT IS NOT COVERED

1. Service calls to correct the installation of any NewAge products or to instruct you how to use or install them.
2. Damage resulting from products caused by accident, drops, thermal shock, water penetration, misuse, abuse, fire, flood, improper installation, acts of God, neglect, modification or mishandling.
3. Products damaged by improperly loading beyond the specified maximum weight capacity outlined in the instructions provided with the product.
4. Repairs or replacement when your product is used in other than normal, residential use, such as a commercial environment, or handled in anyway inconsistent with the installation instructions included with the product.
5. Cosmetic damage, including scratches, dings, dents or cracks in the glaze that do not affect the structural or functional capability of the product.
6. Mildew growth due to improper maintenance and storage.
7. Surfaces damaged due to improper use of chemicals, and detergents.
8. Replacement parts for NewAge products outside Canada and the United States.
9. Loss due to theft.
10. Damage resulting from use of the product contrary and not in accordance to the instruction manual.
11. Any labor costs during the warranty period.

DISCLAIMER OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING TO THE EXTENT APPLICABLE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE EXTENT LEGALLY PERMISSIBLE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO ONE YEAR, OR THE SHORTEST PERIOD ALLOWED BY LAW. THIS WARRANTY IS LIMITED TO THE ORIGINAL BUYER. Some states and provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AT OUR DISCRETION AS PROVIDED HEREIN. NEWAGE SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.