



PRODUCTS

SUPPORT

PARTS & ACCESSORIES

INSPIRATION

Zojirushi Limited Warranty for Electrical Products

ZOJIRUSHI AMERICA CORPORATION ('ZOJIRUSHI') warrants this product against defects in materials and workmanship for a period of one year from the date of original retail purchase. Commercial products have a six month warranty from the date of purchase. In both cases, a copy of the purchase receipt is required.

If there is a manufacturing defect, ZOJIRUSHI will repair the product with new or rebuilt parts at no charge to you in the U.S.A. and Canada, provided you return the product during the warranty period to one of the following: the authorized ZOJIRUSHI dealer from whom this was purchased, a ZOJIRUSHI authorized service center, or ZOJIRUSHI. Please call toll free 1-800-733-6270 for assistance. This warranty does not include packaging fees.

When returning the product, include your name, address, daytime telephone number, a description of the problem and a copy of the dated sales slip or receipt of purchase. No warranty work can be performed without all of this information.

Should ZOJIRUSHI determine that the product is not defective, is not covered by warranty or is outside of the warranty term, ZOJIRUSHI shall return the product to you at your expense without being repaired or replaced.

ZOJIRUSHI specifically excludes from this warranty all non-electric/mechanical attachments, accessories and disposable parts. These items may include but is not exclusive to measuring cups, measuring spoons, inner cooking pans, power cords and plugs.

Also this warranty does not apply if the product has been damaged by accident, abuse, misuse, or misapplication; has been altered or modified without the written permission from ZOJIRUSHI; has been serviced by a non-authorized service center; has not been properly maintained or operated according to the operation manual; has been used for commercial, non-household purposes; was not imported by ZOJIRUSHI; was not manufactured according to the specifications of the United States or Canadian market; has been damaged by accidental, improper installation or neglect; or if the lot number on the product has been removed or defaced.

ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF THE ORIGINAL RETAIL PURCHASE OF THIS PRODUCT.

Properly pack the product (preferably in the original carton) so as to prevent damage to the product in transit.

All repaired products shall be warranted for the remaining term of the original warranty.

ZOJIRUSHI IS NOT RESPONSIBLE OR LIABLE FOR ANY LOSS, INCONVENIENCE OR DAMAGE, WHETHER SPECIAL, DIRECT, INCIDENTAL, CONSEQUENTIAL, OR OTHERWISE, AND WHETHER KNOWN OR SHOULD HAVE BEEN KNOWN TO ZOJIRUSHI, INCLUDING LOST PROFITS, GOODWILL, DAMAGE TO OR REPLACEMENT OF OTHER EQUIPMENT AND PROPERTY AND PERSONAL INJURY RESULTING FROM ANY BREACH OF WARRANTY, THE INABILITY TO USE THE PRODUCT OR UNDER ANY LEGAL THEORY IN CONTRACT OR TORT. THESE WARRANTIES AND REMEDIES ARE YOUR SOLE AND EXCLUSIVE WARRANTIES AND REMEDIES IN CONNECTION WITH THE SALE AND USE OF THE PRODUCT. NO OTHER WARRANTIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED, ARE GIVEN. ZOJIRUSHI'S LIABILITY IS LIMITED TO THE ACTUAL PURCHASE PRICE YOU PAID TO THE RETAIL SELLER OF THE DEFECTIVE PRODUCT.

This warranty is limited only to purchases made through actual retail stores which carry Zojirushi products or Zojirushi recognized e-commerce sites. This warranty will **not** be extended to anyone who is not the original retail purchaser of the product. It does **not** apply to purchases made through Internet auction sites.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, or do not allow a limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. You are advised to contact applicable state laws for a full determination of your rights. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

No dealer, agent or employee is authorized to make any modification, extension, change or amendment to this warranty.

IMPORTANT NOTICE

Registering your Zojirushi product today will allow us to contact you in the unlikely event any safety notifications are issued for your product, and ensure efficient warranty service. Failure to register will not diminish your warranty rights.

*Please note ZOJIRUSHI is offering this warranty repair if a manufacturing defect is identified. If ZOJIRUSHI finds that the problem was caused by you, the user, you will be provided with an estimate for repair including return shipping costs. Should ZOJIRUSHI determine that the product is not defective, is not covered by warranty, or is outside of the warranty term, ZOJIRUSHI shall return the product to you at your expense without being repaired.

**If our Technical Department finds that the product has been tampered with (opened, screws removed, altered or modified), the Warranty shall be voided and all courtesy services will no longer be valid. Zojirushi will provide you with a complete estimate for the repair including return shipping. Or we will provide you with the cost to send back your unit without any repairs.

***Please note: once we have received your product and the cost of the repair has been quoted, we ask that you respond to us with whether or not you would like to repair your product. If you would like to receive your product back without repair, we will provide you with the shipping cost to return your product. If we have not received a response from you within 3 months of receiving the estimate for repair, we will dispose of your product. ZOJIRUSHI will be released from all claims and liability relating to said product.

PRODUCTS

Rice Cookers
Water Boilers
Breadmakers
Coffee Makers
Other Electric Products
Vacuum Insulated Mugs & Bottles
Vacuum Insulated Lunch Jars
Vacuum Insulated Food Jars
Thermal Carafes
Air Pot® Beverage Dispensers
Commercial Products

SUPPORT

Product Registration
Product Warranty
FAQ
Instruction Manuals
Service Centers
Media Contact

STORE

Parts & Accessories
Return Policy
Online Stores

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