

LIMITED WARRANTY

Redfern Enterprises warrants this product to be free from defects in materials and workmanship for a period of two (2) year from the date of the original purchase, when utilized for normal household use, subject to the following conditions, exclusions and exceptions. Should any defect covered by the terms of the limited warranty be discovered within two (2) year, Redfern Enterprises will repair or replace at the Service Technicians discretion, any defective part provided the unit is returned by the original purchaser: The liability of Redfern Enterprises under this warranty is limited solely to the cost of the replacement parts or the complete unit at our option. LABOR CHARGES ARE NOT INCLUDED.

This warranty does not cover normal wear of parts and does not apply to any unit that has been tampered with or used for commercial purposes. This warranty does not apply to any defect arising from misuse of the product, negligence, failure to follow Veito's instructions, use on current or voltage other than that stamped on the Veito heater, alteration or repair not authorized by Redfern Enterprises or damage due to faulty packaging or mishandling in transit (by a common carrier). Repair or disassembly by anyone other than a Redfern authorized service center will void the warranty.

This warranty is extended to the original purchaser of the unit and excludes all other legal and/or conventional warranties. The responsibility of Redfern Enterprises, if any, is limited to the specific obligations expressly assumed by it under the terms of the limited warranty. In no event is Redfern Enterprises liable for incidental or consequential damages of any nature whatsoever. Some Provinces do not permit the exclusion of limitation of incidental or consequential damages, so the above may not apply to you.

If you have any questions or concerns regarding your Veito® heater, or you are inquiring about a warranty issue, please contact Customer Services for a RA# (return Authorizations number). **Unauthorized returns, as well as C.O.D. shipments, will be refused.**

*** Important:** After receiving RA#, carefully pack item to avoid damage in shipping. **Proof of purchase and \$29.95 for handling and return shipping charges must be included.** Be sure to include your name, complete mailing address and phone number with note giving purchase information, model number and what you believe is the problem with the item. We recommend you insure the package (as damage is shipping is not covered by your warranty). Mark the outside of your package "ATTENTION CUSTOMER SERVICES".

Canada

Redfern Enterprises, 101-127 Commercial Drive, Calgary, AB, T3Z 2A7

Toll Free: 1-877-387-7770 ext. 0

Calgary Local: 403-735-5130 ext. 0

Email: info@redferment.com

USA

Redfern Enterprises, 102-4168 North Pecos Road, Las Vegas, NV, 89115

Toll Free: 1-877-462-5757 ext.1

Las Vegas Local: 702-795-3314 ext.1

Email: infous@redferment.com

We are constantly striving to improve our products, therefore the specifications contained herein are subject to change without notice.