

# BHI Air Conditioner Limited Warranty Statement

The following limited warranty shall apply to only the Original Purchaser, at Original Installation Site, of the BHI products used without interruption by the Original Purchaser.

## BHI AIR CONDITIONER LIMITED WARRANTY

Subject to the terms and conditions set forth below, Best Houseware Inc. (Referring to 'We' and 'BHI') warrants the products purchased from BHI or from a BHI authorized reseller/retailer to be free from defects in materials or workmanship under normal consumer use during the respective Warranty Period set forth below. The Limited Warranty begins on the date of original installation (the date stated on the registration form. If products are not registered, the warranty period begins from the delivery time.)

In the event that the product is found to be defective in materials or workmanship during the applicable warranty period, we will repair or replace, at its option, the defective part. We will provide the following benefits, subject to the conditions stated below:

**Parts and Accessories-** For a period of **ONE (1) YEAR** beginning on the date of this limited warranty applied, we will supply, at its option, either new, like kind or rebuilt replacement parts. Items are not otherwise covered or excluded under this warranty.

**Compressor-** For a period of **FIVE (5) YEARS** beginning on the date of this limited warranty applied, we will supply, at its option, either new, like kind or rebuilt replacement compressor(s).

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## PROPER INSTALLATION:

This Limited Warranty applies only to Air Conditioners that are installed in accordance with all applicable building codes and permits, BHI's installation and operation instructions and good trade practices. Installation by contractors who are licensed for HVAC is strongly recommended and registration of product is only available for products installed by HVAC licensed contractor.

## REGISTRATION:

Registration of products within 30 days of purchasing provides exact starting date of this limited warranty and streamlined warranty service. Registration form can be downloaded from [www.bhiair.com](http://www.bhiair.com). Please fill it out and email to [registration@bhiair.com](mailto:registration@bhiair.com).

## BEST HOUSEWARE INC. WILL PROVIDE WARRANTY SERVICE THROUGH ONE OR MORE OF THE FOLLOWING OPTIONS:

- (i) Carry-in service. You may bring your product to Best Houseware Inc. warehouse or authorized retailers offering carry-in warranty service.
- (ii) Mail-in service. If we determine that your registered product is eligible for mail-in service, company will send you prepaid return label(s) for defective part(s), and send you back the replaced or repaired parts. We will pay for shipping to and from your location if instructions regarding the method of packaging and shipping the product are followed. THIS SERVICE IS ONLY AVAILABLE TO REGISTERED PRODUCTS.
- (iii) Drop-in Service. We provide the replacement of defective part(s) for the eligible original purchaser free of charge. Return of the defective parts may be requested for investigation and improvement for the quality of Company's product. Purchaser is solely responsible for the shipping and labor fee.

Any replacement parts will be new or refurbished and the serviced unit will be warranted for the remainder of the original Warranty Period, or thirty (30) days from the date of shipment of the Product back to you, whichever is longer.

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## EXCLUSION:

- Damage and/or repairs required as a consequence of faulty installation or application;
- Products sold and/or installed outside the lower continental United States (excluded Alaska, Hawaii, or Puerto Rico), and products designed for markets other than the United States;
- Cosmetic blemishes or imperfections that do not affect functionality of the product;

- Product is used for commercial purposes (including rental or lease);
- Product is not sold by Best Houseware Inc. or its authorized retailers;
- Product that has a serial number or any part(s) thereof altered, defaced or removed in any way;
- Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units;
- Damage and/or failure caused by power surge, interruptions of electrical power, faulty power supply, improper wiring or installation or fluctuations in electrical power;
- Damage as a result of freight transportation;
- Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant;
- Consumable components, such as air filters, are not covered under parts warranty;
- Product installation or set up, or removal of product from the location where it was originally installed;
- Parts not supplied or designated by Best Houseware Inc., or damages resulting from their use;
- Damage and/or failure caused by fire, water, wind, floods, impact damage from projectiles, earthquake, theft, riot, vandalism, forced majeure, acts of war, or any and all acts of God.

Best Houseware Inc. reserves the right to refuse and return, freight collect, Products (i) that are not covered by BHI Air Conditioner Limited Warranty; or (ii) for which there is no trouble found. Product delivered to BHI or BHI's Authorized Service Provider with an expired RMA may be refused and returned, without prior notice, to the Customer freight collect.

Under no circumstances shall Best Houseware Inc. be liable for any indirect, incidental, special, punitive or consequential damages or other economic loss, whether based on breach of warranty, breach of contract, tort or otherwise, even if Best Houseware Inc. has been advised of the possibility of such damage. In no event shall Best Houseware Inc. liability exceed the purchase price of the product.

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#### **NO OTHER WARRANTIES:**

The expressed warranty stated above is exclusive and in lieu of all other expressed or implied warranties and conditions (if any) including any created by any other statements, documentation, or packaging. No other warranties or conditions are made with respect to the product or warranty services by any person, including but not limited to BHI and its suppliers.

#### **MODIFICATION:**

No term or condition of this Limited Warranty may be amended or modified except by an instrument in writing executed by the authority of BHI. BHI holds the right to amend the terms and conditions of this Limited Warranty from time to time without notice.

#### **SEVERABILITY:**

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above exclusions or limitations may not apply. Residents of California are not required to register the product in order to obtain all of the rights and remedies applicable to this Limited Warranty.

If a term or condition of this Limited Warranty is held invalid, void or unenforceable, such holding shall not affect any other terms or condition of this Limited Warranty.

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#### **OBTAINING WARRANTY SERVICE**

To receive instructions for obtaining repair or replacement warranty services as well as general troubleshooting, you may call 909-979-9892 or email us at [support@bhiair.com](mailto:support@bhiair.com) to begin the warranty process. Our office hours are Monday – Friday, 9AM to 5PM Pacific Standard Time. BHI will attempt to resolve technical issues over email or via phone. If a resolution is not possible, we shall issue a Return Merchandise Authorization (RMA) number for a Return. RMA numbers are valid for fifteen (15 days) from the date of issuance and void thereafter.