

WARRANTY

Please scan the QR code below to register your purchase and facilitate the verification of the date of the original purchase. We do not require that you return the Product Registration Card as a condition of this warranty. Mail-in warranties will be processed within 8 weeks of receipt. Scanning the QR code and completing the required information is recommended as the preferred form of warranty registration.

This product is warranted in the U.S.A. and in Canada for 1 year from the date of purchase, against manufacture defects in material and workmanship. This warranty is non-transferable. The warranty will only apply to items purchased from an authorized reseller. The original sales receipt is required as proof of purchase and to initiate a warranty claim. Without proof of purchase, we are unable to process a warranty claim. Items provided as gifts to a third party will also require proof of purchase.

During the warranty period, if the product is proven defective it will be repaired or replaced, at Kalorik's discretion, without charge to the customer. If a replacement product is sent, it will carry the remaining warranty of the original product. We reserve the right to substitute the warranted item for an item of equal or greater value.

This warranty does not cover any defect arising from a buyer's or user's misuse of the product, negligence, failure to follow instructions noted in the user's manual, use on current or voltage other than that stamped on the product, wear and tear, alteration or repair not authorized, or use for commercial purposes. This warranty does not cover glass parts, glass containers, filter baskets, blades and agitators, and normal wear and tear based on the continued use of accessories in general. There is also no warranty for parts lost by the user.

ANY WARRANTY OF MERCHANTABILITY OR FITNESS WITH RESPECT TO THIS PRODUCT IS ALSO LIMITED TO THE ONE YEAR LIMITED WARRANTY PERIOD.

Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

If the appliance should become defective within the warranty period, do not return the appliance to the store: please contact our Customer Service department for assistance in resolving your issue. Our Representatives are here to help troubleshoot and resolve the problem. If servicing is required, a Representative may confirm whether the product is under warranty and explain the process to file a warranty claim.

Return shipping charges may apply.

Please submit your RMA request via <https://www.kalorik.com/pages/warranty>. If the request is approved, our customer service team will advise if the item needs to be returned and determine who will be responsible for the shipping cost.

If one is required or authorized to return a product to Kalorik, please include the return authorization number (provided by a Representative), a letter explaining the nature of the claimed defect, and the best method to contact you.

If you have additional questions, please note that the Kalorik Customer Service department can be reached by phone, email, webchat, or through our website contact form. See below for complete contact information. We are open Monday through Friday, from 9:00am to 5:00pm (EST). Please note hours are subject to change.

Phone: +1 888-521-TEAM / +1 888-KALORIK

Email: Service@kalorik.com

Webchat/Contact Form

Kalorik.com (US) or Kalorik.ca (CA)

If you would like to write, please send your letter to:

KALORIK Customer Service Department

Team International Group of America Inc.

3261 Executive Way, Miramar, FL 33025 USA



Only letters can be accepted at the address above.

Shipments and packages that do not have a return authorization number will be refused.

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