

Warranty Policy – 1200W Personal Countertop Blender

1. General Warranty Coverage

We offer a standard limited warranty for this 1200W blender against manufacturing defects in materials and workmanship under normal household use. Items covered under this warranty include:

1. Damaged, cracked, broken or missing parts received upon delivery (shipping transit damage, factory assembly defects).
2. Functional failure of the motor base under proper operation: unit cannot power on, motor stops working without overloading/overheating misuse, defective gear transmission inside the base.
3. Factory defects of original stainless steel blade assemblies: abnormal blade wobble, improper cutting performance caused by production flaws.
4. Leakage issues of original blender cups caused by manufacturing sealing defects.
5. Smart overheat protection system malfunctions that fail to trigger under standard blending tasks. If any covered defect occurs within the valid warranty period, we will provide free replacement parts, unit exchange or full refund at our discretion, with no extra labor or material fees for covered issues.

2. Exclusions – Damage Not Covered by Warranty

This warranty does NOT apply to damage caused by the following improper, abusive or unauthorized operations, and we reserve the right to deny all warranty claims for these scenarios:

2.1 Violent / Improper Abuse & Misuse - Physical damage from dropping, hitting, squeezing, dropping heavy objects on the blender base, cups, lids or blade components. - Using non-original aftermarket cups, blades, lids or accessories that are not matched to this blender model. - Overfilling cups beyond the marked MAX liquid/food fill line; blending oversized, ultra-hard ingredients (whole frozen blocks, large hard nuts, bones, uncrushed big ice chunks without cutting). - Running the blender empty for long periods, continuous non-stop blending exceeding the recommended operation time in user manual. - Modifying, disassembling or tampering with the motor base, internal motor structure, power cord or overheat protection circuit without official authorization. - Using the blender for commercial, catering, rental or heavy industrial continuous operation (this blender is only designed for personal home daily use).

2.2 Improper Operation Against User Manual (Overheat-Related Damage) - Ignoring the smart overheat protection reminder: When the auto-shutdown protection activates due to overload/overheat, failing to unplug the unit and cool it for 10–20 minutes as instructed in the manual, and forcing repeated startup right away. - Repeated heavy-duty ice crushing, long-duration high-load blending without interval rest periods, leading to motor burnout, melted internal wiring, permanent overheat damage. - Operating the blender with blocked, stuck blades (food jammed under blades) and holding power continuously, which creates excessive heat to burn out the motor. - Powering

the unit with mismatched voltage, unstable faulty household power outlets or damaged extension cords that cause circuit overheating.

2.3 Consumable & Natural Wear Tear Items Normal wear-and-tear parts are not covered by free warranty service, including silicone sealing gaskets, blade sharpness degradation from long-term regular use, scratch marks on plastic cups, minor discoloration of cups after long-time blending acidic fruits/coffee.

2.4 Other Uncovered Scenarios - Damage caused by liquid immersion, water splashing into the motor base, accidental liquid flooding of the power unit. - Accidental fire, flood, thunderstorm surge, natural disaster, pet damage or intentional destruction of the blender. - Claims without valid order proof, or products purchased from unauthorized third-party resellers not affiliated with our official Wayfair store.

3. How to File a Warranty Claim

1. Contact our Wayfair store customer support with your order number, clear photos/videos showing the defective part or malfunction of the blender.
2. For delivery damaged goods: Submit your claim within 48 hours after receiving the package, attach unboxing photos and package outer damage evidence.
3. Our support team will verify if your issue falls within warranty coverage and arrange corresponding solutions within 2 business days.

4. Important Disclaimer

This limited warranty is the sole remedy provided to customers. We shall not be liable for indirect, incidental, consequential damages arising from the use or malfunction of this blender, except for the repair/replacement/refund solutions clearly stated in this policy. Warranty service only applies to units purchased through our official Wayfair listing.