



Warranty Policy

Should you have any questions or concerns about this policy, please do not hesitate to contact us Toll Free: 1-888-956-6866, Alex ext.: 222, Jean-Daniel ext.: 235

Email: service@eurodib.com

Eurodib warrants all equipment sold by Eurodib through its approved suppliers only. Should any item prove defective due to a manufacturer's defect, Eurodib will repair or replace the equipment. The decision to either repair or replace the item in question will be entirely at the discretion of Eurodib.

All warranty claims must be made directly to Eurodib.

A valid Work Order Number, issued by Eurodib, must accompany all invoices for warranty services rendered. Invoices should be submitted directly to Eurodib for payment. Eurodib will not be responsible for any costs incurred for services rendered without prior consent from Eurodib.

Non- Electric Items: 3 Months Parts & Labor

Electric or Gas-Powered Items: 1 Year Parts & Labor

Blast Chillers: 1 Year Parts and Labor / 3 Years Compressor

Ice Makers: 3 Years Parts and Labor / 5 Years Compressor

Wine Cellars: 1 Year Parts and Labor / 3 Years Compressor

Items which weigh more than 75 lbs. (34 kilos) will be serviced on-site providing they are located within a one-hour drive from the nearest warranty service location. **Items that weigh less than 75lbs (34 kilos) must be brought in to the warranty service location for repair. ***

*Warranty Service Locations available by contacting Eurodib Service Department: service@eurodib.com

Eurodib will repair or replace any item found defective in material or workmanship when operated under normal use and care according to the instructions provided with the unit. Minor imperfections, surface markings due to shipping, and slight color variations are normal. Damage to equipment from misuse or abuse, such as improper cleaning, improper installation, neglect, accident, alteration, fire, theft, etc., will not be covered under warranty. This policy applies only in Canada and the United States of America; any items located outside of these two countries are not covered under warranty. The warranty on all items is non-transferable under any conditions.