

Warranty Policy

Stipulations

Eurodib warrants all equipment sold directly by Eurodib and/or through its approved suppliers only. Eurodib will repair, replace, or issue a reimbursement for any item proven to be defective due to a manufacturer's defect. The decision to either repair, replace, or issue a reimbursement for the item in question will be entirely at the discretion of Eurodib. All warranty claims must be made directly to Eurodib. **Eurodib will not be responsible for any costs incurred for services performed without prior consent from Eurodib. Unless otherwise stipulated all Eurodib products are for use in commercial establishments only. Failure to respect this will void the warranty.**

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 Coolers: 1 Year Parts and Labor / 3 Years Compressor

Exemptions: Items below are not covered under warranty:

Glass doors on **ovens & proofers**

Glass tops on **induction cookers**

Glass doors & door locks on wine coolers

Core probes on **blast chillers**

Items which weigh more than 75 lbs (34 kg) 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 75 lbs (34 kg)** must be brought in to the warranty service location for repair.

Eurodib will repair or replace any item found to have a material defect when put to normal use according to the instructions. Minor imperfections, surface markings as a result of 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 contiguous lower 48 states of the United States of America; any items located outside of this defined territory are not covered under warranty. The warranty on all items is non-transferable by any means.

If a technician dispatched by Eurodib determines that the problem is not a warranty issue it is the end user's responsibility to pay for the technician's time and possible repair. If the end user refuses to pay the technician Eurodib reserves the right to cancel the warranty for a given unit until such time as costs are repaid to Eurodib. **If an item is replaced under warranty the end user is responsible for securely packaging the defective item for transport back to Eurodib.**

Should you have any questions or concerns about this policy please contact us toll free: 1 (888) 956-6866 / local (450) 641-8700, or at service@eurodib.com