

Zojirushi 5-Year Warranty on Stainless Steel Vacuum Heat Retention

IMPORTANT

Please contact Zojirushi Customer Service to receive a Return Authorization Number BEFORE sending your product in.

ZOJIRUSHI AMERICA CORPORATION ("ZOJIRUSHI") warrants only the thermal insulation of certain vacuum insulated stainless steel products against defects for a period of five years from the date of original retail purchase. Product must be purchased and used within the U.S.A. and Canada. Commercial products also have a five year warranty from the date of purchase, only on the thermal insulation of stainless steel vacuum insulated products. A copy of the purchase receipt from an authorized retailer is required for any warranty claims.

If there is a manufacturing defect, ZOJIRUSHI will replace the product with no charge to you in the U.S.A. and Canada, provided you return the product during the warranty period and if you are covered, to ZOJIRUSHI AMERICA. Please contact Customer Service toll free at 1-800-733-6270 to receive a Return Authorization Number BEFORE returning your product. This warranty includes shipping fees. Packaging fees are not included.

When returning the product, include your name, address, daytime telephone number, and Return Authorization Number for assistance under the five year limited warranty. No warranty work can be performed without all of this information.

Should ZOJIRUSHI determine that the product is not defective, is not covered by warranty or is outside of the warranty term, ZOJIRUSHI shall return the product to you at your expense without being replaced.

ZOJIRUSHI specifically excludes from this warranty all accessories and disposable parts. These items may include but is not exclusive to the lid, stopper, gaskets, buckles, and latches.

Cosmetic peeling of the exterior paint or internal nonstick coating are not considered manufacturing defects.

Also, this warranty does not apply if the product has been damaged by accident, abuse, misuse, or misapplication; has been altered or modified without the written permission from ZOJIRUSHI; has not been properly maintained or operated according to the operation manual; was not imported by ZOJIRUSHI AMERICA; has been damaged by accidental, improper installation or neglect; or if the lot number on the product has been removed or defaced.

ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO FIVE YEARS FROM THE DATE OF THE ORIGINAL RETAIL PURCHASE OF THIS PRODUCT.

All replaced products shall be warranted for the remaining term of the original warranty.

ZOJIRUSHI IS NOT RESPONSIBLE OR LIABLE FOR ANY LOSS, INCONVENIENCE OR DAMAGE, WHETHER SPECIAL, DIRECT, INCIDENTAL, CONSEQUENTIAL, OR OTHERWISE, AND WHETHER KNOWN OR SHOULD HAVE BEEN KNOWN TO ZOJIRUSHI, INCLUDING LOST PROFITS, GOODWILL, DAMAGE TO OR REPLACEMENT OF OTHER EQUIPMENT AND PROPERTY AND PERSONAL INJURY RESULTING FROM ANY BREACH OF WARRANTY, THE INABILITY TO USE

THE PRODUCT OR UNDER ANY LEGAL THEORY IN CONTRACT OR TORT. THESE WARRANTIES AND REMEDIES ARE YOUR SOLE AND EXCLUSIVE WARRANTIES AND REMEDIES IN CONNECTION WITH THE SALE AND USE OF THE PRODUCT. NO OTHER WARRANTIES, ORAL OR WRITTEN, EXPRESS OR IMPLIED, ARE GIVEN. ZOJIRUSHI'S LIABILITY IS LIMITED TO THE ACTUAL PURCHASE PRICE YOU PAID TO THE RETAIL SELLER OF THE DEFECTIVE PRODUCT.

This warranty is limited only to purchases made through authorized retailers. This warranty will **not** be extended to anyone who is not the original retail purchaser of the product. It does **not** apply to purchases made through Internet auction sites.

Some states do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, or do not allow a limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. You are advised to contact applicable state laws for a full determination of your rights. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

No dealer, agent or employee is authorized to make any modification, extension, change or amendment to this warranty.

IMPORTANT NOTICE

We may change the method by which we provide warranty service to you, without prior notice to you. However, such changes are limited to our handling of warranty claims.

*Please note ZOJIRUSHI is offering this warranty only if a manufacturing defect is identified. If ZOJIRUSHI finds that the problem was caused by you, the user or if your product is not covered by our warranty, we will advise you. Should ZOJIRUSHI determine that the product is not defective, is not covered by warranty, or is outside of the warranty term, ZOJIRUSHI, shall return the product to you at your expense without being replaced. If we have not received a response from you within 3 months of sending you notice that the product is not covered, we will dispose of your product. ZOJIRUSHI will be released from all claims and liability relating to said product.