LIMITED WARRANTY

IMPORTANT RESTRICTION: VITA-MIX® CORPORATION (hereinafter 'Vitamix') MAY RESTRICT WARRANTY SERVICE FOR OUR PRODUCTS TO THE COUNTRY WHERE VITAMIX OR ITS AUTHORISED DISTRIBUTORS ORIGINALLY SOLD THE PRODUCT.

- Vitamix does not recommend use of our products outside of the country where such products were sold and built to be used.
- Our products are approved and certified to country-specific safety standards.
- Each country may require a different voltage and frequency, power cable, and plug for the same product.
- After-sales service may not be available outside of the country where Vitamix or any of its authorised distributors originally sold a product, as our authorised distributors and repair technicians stock repair parts that may be country-specific.

In order to maximize the life and keep your Vitamix product in good working order, it is important that you follow a few simple maintenance tips:

1. Periodically inspect the drive socket for visible wear and tear, cracks or breaks to the socket. If damage is found, replace the drive socket. To purchase a replacement drive socket, contact Vitamix Corporation on +1 (800) 866 5235 to find a dealer near you. For customers outside the U.S.A., contact your authorised Vitamix Distributor, or call the Vitamix International Division at +1 (440) 782 2450 or email international@vitamix.com for a distributor near you.
2. Manually rotate the blade bearing assembly at least before use daily to make sure it turns without hesitation or doesn't spin too freely. If the blade hesitates or spins too freely, contact Vitamix at 1-800-437-4654 for warranty information or a dealer near you. For customers outside the U.S.A., contact your authorized Vitamix Distributor, or call the Vitamix International Division at +1.440.782.2450 or email international@vitamix.com for a distributor near you.
3. NEVER run the machine without the centering pad properly placed on the motor base. Vitamix warrants to the original end-user (proof of purchase required) purchased in the U.S.A., that this Vitamix blender (hereinafter the "Equipment") is free from defects in material and workmanship for the warranty periods applicable to the Equipment as described herein and subject to the conditions set forth below.

Motor Base

Vitamix warrants to the original end-user that:

- If the motor base (the Equipment) fails within thirty (30) days from the earlier of the date of purchase or date of delivery as permitted by law, Vitamix will replace the motor base without charge.
- If the motor base (the Equipment) fails after thirty (30) days but within one (1) year from the earlier of the date of purchase or date of delivery as permitted by law, due to a defect in materials or workmanship, Vitamix will assume the cost of all parts and labor necessary to repair the motor base.
- If the motor base (the Equipment) fails after one (1) year, but within 700 hours or four (4) years from the earlier of the date of purchase or date of delivery as permitted by law, whichever comes first, Vitamix assumes the cost of the parts deemed necessary to repair the base.

Container

The container (the Equipment) is warranted against defects in material and workmanship for 120 hours or 1 year from the earlier of the date of purchase or date of delivery as permitted by law, whichever comes first. Vitamix will replace the components without charge.

Lid, Blade Assembly, and Drive Socket

The lid, blade assembly, and drive socket (the Equipment), are warranted against defects in material and workmanship for 1 year from the earlier of the date of purchase or date of delivery as permitted by law, whichever comes first. Vitamix will replace the components without charge.

Conditions

- This Warranty does not cover damage resulting from use of the blender outside of the country where it was sold and built to be used, and Warranty service may be restricted to the country where Vitamix or its authorized distributors originally sold the Vitamix blender.
- The warranties contained herein run only to the original end-user and are not transferable. To make a warranty claim, proof of purchase is required.
- This warranty is the sole remedy of the purchaser and sets forth the only obligations of Vitamix and does not cover normal wear-and-tear, abuse, misuse, negligent use, alteration of the motor base or container, or exposure to extreme conditions and is only valid if the Equipment is used in accordance with the accompanying instruction booklet (which may also be accessed at www.vitamix.com).

- This warranty is void in the event that repairs to the Equipment are performed by someone other than Vitamix or an authorized Vitamix Service Center. Vitamix will not be responsible for the cost of any unauthorized repairs.
- The removal of the data label containing serial number information will void your warranty.
- The sole obligation of Vitamix under this warranty is to repair or replace the warranted part or parts as determined exclusively by Vitamix.

In no event, whether based on contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, shall Vitamix be liable for any special, indirect, incidental or consequential damages whatsoever including, without limitation, loss of profit or revenue. The above limited warranty is your exclusive remedy, and you and Vitamix hereby expressly disclaim all other warranties or conditions, express or implied, statutory or otherwise, including any implied warranty of merchantability and any implied warranty of fitness for a particular purpose, and, without limiting the generality of the foregoing, you and Vitamix hereby expressly exclude, to the extent permitted by law, the application of any sale of goods legislation and the United Nations Convention on Contracts for the International Sale of Goods, as may be applicable.

Some jurisdictions do not allow a limitation on implied warranties or on special, incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

No employee of Vitamix or any other person is authorized to make any warranty in addition to or amendment of the warranties made herein.

How to Obtain Warranty Coverage and Repair

Who to Contact for Warranty Service and Repair. In the event your Vitamix blender needs service or repair covered by the terms of this warranty, please call the Vitamix Corporation or a local distributor for warranty assistance.

- For Equipment purchased and located in the US, call Vitamix Commercial Technical Support at: 1-800-886-5235.

- For Equipment purchased outside the continental U.S.A.: Contact your authorized Vitamix Distributor or the Vitamix International Division at 1-440-782-2450 or email commercialts@vitamix.com for a distributor near you.

Customer is responsible for in-bound freight costs for warranty service.

You will be asked to provide proof of purchase for the Equipment. If the remote technical support team cannot fix the Equipment remotely, the Equipment will need to be serviced. The team will help you either locate an authorized service center or arrange for the Equipment to be shipped back to Vitamix.

How to Ship the Equipment to Vitamix for Service

1. Obtain a Return Authorization Number Before Shipment. DO NOT return or send in Equipment without the approval from Vitamix. Under no circumstances will Vitamix be responsible for the cost of any unauthorized repairs. All Equipment returns must have the Return Authorization Number (“RA”) clearly marked on the outside of the box. Any Equipment that is sent to Vitamix without prior authorization or approval will be returned to the shipper’s address “as is” without repair.
2. Properly Package the Return Item. Any item sent to Vitamix must be sent in original or sufficient packaging.

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