

One Year Limited Warranty on Products

This Limited Warranty applies strictly to physical goods, and only for physical goods, purchased from Bernell Corporation (hereby referred to as "Physical Goods").

What does this Limited Warranty cover?

This Limited Warranty covers any defects in materials, components, or workmanship under normal use during the Warranty Period. During the Warranty Period, Bernell Corporation will repair or replace, at no charge, products or component parts of a product that proves to be defective due to improper material or workmanship, under normal use and maintenance.

What will Bernell Corporation do when claim is made?

Once a claim is made and the defective product has been returned to Bernell Corporation for inspection by our Quality Team, we will either replace or repair the product at no charge, using new or refurbished replacement parts, if the product is still under the warranty term. If the product cannot be replaced or repaired, then the product price of the product will be refunded. If the product was not purchased directly from Bernell Corporation, then the refund will be processed through the party by which the product was purchased.

How long does the warranty coverage period last?

The Warranty Period for Physical Goods purchased from Bernell Corporation is (1) year from the date of the purchase. A replacement Physical Good or part assumes the remaining warranty of the original Physical Good, or 180 days from the date of the replacement or repair, whichever is longer.

What is not covered by the Limited Warranty?

The Limited Warranty does not cover any defects or issues cause by:

- 1) Conditions, malfunctions, or damage not resulting from defects in material or workmanship
- 2) Damage of the product resulting from negligence on the part of the buyer/user.
- 3) Damage of the product resulting from unauthorized modifications and/or disassembly of the product.
- 4) Damage caused by natural disasters and/or fire.
- 5) Theft or loss of the product.
- 6) Defects caused by improper transport or shipping of the product.

How do you obtain Limited Warranty service?

In order to make a Limited Warranty claim, you must contact our Customer Service Team at info@bernell.com, or by calling (574) 259-2070. Our Customer Service Team will work with you to determine the problem as well as provide the most appropriate solution for you. In all cases wherein the products are required to be returned to Bernell Corporation, you must obtain a Return Merchant Authorization number, or RMA number, in order to process a warranty service claim. Specific instructions for the RMA process will be provided at that time. Any shipments for warranty service that do not have an RMA number on the box may result in denial of claim if the product is lost. If the product defect is found to fall outside the coverage of the Limited Warranty, then our Customer Service Team will provide options for repair or replacement of the products, as well as all applicable costs.

Consumer Production Statement:

Some states do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state to state.