

LIMITED WARRANTY

Big Chill® Appliances

Welcome to the Big Chill Family!

Limited Two (2) Year Warranty

Big Chill provides a limited two (2) year warranty, which applies only to products installed for residential use in the contiguous U.S and limited areas in Canada. The warranty covers Big Chill Refrigerators, Microwaves, and Dishwashers ("Product") for two (2) years from the date of delivery. Ranges, Cook tops, and Hoods ("Product") have a limited two (2) year warranty from the date of installation from a licensed technician. The mini/beverage fridge has a one year warranty from the date of delivery. The warranty covers all parts and labor necessary to replace any part on the Product that proves defective in materials and workmanship that appear under normal use and maintenance.

This Warranty covers the owner of the residence in which the Product is installed, and his or her family ("Owner"). Big Chill reserves the right to offer services to repair if the Product is serviceable and the right to determine when a replacement is warranted. Replacements will be based on whether the Product is unserviceable or damaged during transit by a Big Chill authorized carrier. This warranty is void if the Product is transported by any other carrier or individual other than a Big Chill authorized carrier. Self-installations or installations by a person, who is not a certified gas technician or a licensed plumber, will also void this Warranty. This Warranty is also void if the original factory installed serial number is altered or removed from the Product.

This Warranty does not cover, and specifically excludes:

- Product moved from the original delivery address, or items being used in a commercial or other non-residential property such as, but not limited to, day care facilities, hotels, motels, daily rentals (AirBnB, VRBO, etc) and nursing homes, etc.
- Damage caused by shipping, unless it occurred in transit by a Big Chill authorized carrier. Damages must be noted at the time of delivery on the delivering carrier's freight bill for a damage claim to be honored. These need to be supported by pictures.
- Damage or repairs to the porcelain igniters, calibrations and normal adjustments after installation and setup, including burner adjustments.
- Normal wear, care, and maintenance of the Product as described in the installation and operating manual, such as cleaning of parts, discoloration of the griddle, rust, gasket materials, ceramic materials, and fuses.
- Damage or repairs caused by alterations or modifications, abuse, misuse, neglect, or improper installation, mounting, handling, operation, maintenance or storage.
- Accidental or intentional damage.
- Damage or repairs caused by unauthorized service or repairs, including unauthorized adjustments or calibrations performed on the Product.
- Damage or repairs as a result of natural disasters, fires, floods, earthquakes, winds, lightning, corrosive atmosphere, loss of electrical power to the Product for any reason, or other conditions beyond Big Chill's control.
- Damage or repairs caused by the use of harsh chemicals or cleaning products improperly applied.
- Repairs caused by alteration for outdoor use.
- Food spoilage

Exceptions:

The replacement of a part or Product under this Warranty does not extend the warranty period. In order for a service to be performed it must be in a serviceable location where there is a certified technician. This includes a remote inaccessible location. Big Chill reserves the right to designate any location inaccessible, including but not limited to islands, mountainous regions, rural areas, or any areas without direct, paved road access.

**Once a service appointment has been made it is the responsibility of the customer to notify Big Chill of a cancellation within 24hrs of the appointment. If this is not done a cancellation fee equal to the servicers trip fee will be charged to the customer and paid before another appointment can be made.

Cosmetic Warranty:

Big Chill offers a twenty-four (24) hour cosmetic warranty from the date of delivery on all deliveries. The Owner must report cosmetic imperfections within 24 hours and supported by pictures; photos of curbside deliveries must be taken outside of the home before installation.

This warranty is in lieu of all other express warranties. **ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY.** Some states and provinces do not allow limitations on implied warranties, so the above limitation may not apply to you.

If you are a California or Quebec resident, please refer to the section below.

THE OWNER AND BIG CHILL AGREE THAT THE REMEDIES SET OUT HEREIN ARE THE OWNER'S EXCLUSIVE REMEDIES FOR BREACH OF ALL WARRANTIES, EXPRESS OR IMPLIED.

WHETHER ANY CLAIM IS BASED ON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY OR BREACH OF CONTRACT, OR ANY OTHER TORT THEORY, BIG CHILL SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES, SHIPPING COSTS RELATED TO REPAIR OR REPLACEMENT OF ANY PRODUCT OR DAMAGES TO PROPERTY, RESULTING FROM BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so this provision may not apply to you.

For service or a warranty claim please call 877-842-3269 or submit a request at <https://bigchill.com/us/service-and-parts-request>

