

Warranty Policy

Eurodib Warranty Policy

Eurodib warrants all equipment sold directly by Eurodib and/or through its approved suppliers only. Should any item prove defective due to a manufacturer's defect, Eurodib will repair or replace the equipment. The decision to either repair or replace 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.**

Non Electric Items: 3 Months Parts & Labour

Electric or Gas Powered Items: 1 Year Parts & Labour

Blast Chillers: 1 Year Parts and Labour / 3 Years Compressor

Ice Makers: 3 Years Parts and Labour / 5 Years Compressor

Wine Cellars: 1 Year Parts and Labour / 3 Years Compressor

Exemptions: the following items are not covered under warranty

- ***Glass doors on Ovens and Proofers***
- ***Glass tops on Induction Cookers***
- ***Core probes on Blast Chillers***
- ***Door locks on Wine Coolers***

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

Eurodib will repair or replace any Item found defective in material or workmanship when put to normal use and care 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 lower 48 United States of America**"; any items located outside of these defined territory are not covered under warranty. The warranty on all items is non-transferable by any means.

If upon arrival and diagnostics 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.

Should you have any questions or concerns about this policy please do not hesitate to contact us:

Toll Free: 1-888-956-6866: Andrew ext: 234, J-D ext: 235

service@eurodib.com