

WARRANTY POLICY

Warranty Coverage

Hospitality Essentials LLC (“Company”) warrants that the covered product (“Product”) shall be free from defects in materials and workmanship under normal commercial use for a period of five (5) years from the date of purchase (“Warranty Period”).

This warranty applies to the original purchaser and may extend to subsequent owners within the Warranty Period, provided that proof of original purchase is available.

During the Warranty Period, the Company will, at its sole discretion:

- Repair the defective Product or component, or
- Replace the defective Product or component with the same or comparable product

All warranty repairs and services must be performed by a Company’s authorized technician or approved service provider.

The Company will cover the cost of parts and standard repair services related to valid warranty claims. Any costs not expressly covered under this warranty, including those listed under “Warranty Exclusions,” shall be the responsibility of the purchaser.

Warranty Exclusions

This warranty does not apply to, and the Company shall not be responsible for, any costs, repairs, or damages resulting from:

1. Service calls related to:
 - Improper installation of the Product.
 - Customer instruction on product use or operation.
2. Use of the Product outside of normal commercial conditions or intended use.
3. Intentional damage, negligence, or misuse of the Product.
4. Damage resulting from:
 - Abuse, accidents, or mishandling.
 - Alterations or modifications.
 - Improper installation or electrical connection.
5. Damage or defects caused by:
 - Chemical treatments, cleaning agents, or protective coatings.
 - Improper cleaning methods.
6. Failure to perform proper and routine maintenance.
7. Normal wear and tear, including but not limited to:
 - Surface scratches, dents, fading, or discoloration.
8. Any repairs, modifications, or work performed by individuals or service providers not authorized by the Company.

How to Obtain Warranty Service

To initiate a warranty claim, the purchaser must notify the Company promptly upon discovery of any defect, malfunction, or nonconformity.

Warranty claim forms may be obtained by contacting Hospitality Essentials LLC at:

Phone: 1-888-643-3267

Email: warrantyclaim@hospitalityessentials.com

Warranty Claim Form Requirement

All warranty claims must be submitted using the official **Hospitality Essentials LLC Warranty Claim Form**.

The purchaser is required to:

- Complete the form in full with accurate and detailed information.
- Provide proof of purchase (invoice).
- Include clear photos and/or videos showing the defect or issue.
- Submit all required documentation at the time of the claim.

Incomplete or missing information may result in delays or denial of the warranty claim.

Hospitality Essentials LLC reserves the right to:

- Reject any claim that is not submitted through the official Warranty Claim Form.
- Request additional information or documentation before processing the claim.

A warranty claim will only be considered received and valid once all required information and documentation have been submitted and reviewed.

Upon receipt of a valid claim, a Hospitality Essentials LLC authorized representative will review the request and determine the appropriate course of action. If approved, the Company will arrange for repair or replacement within a reasonable timeframe, typically within **fourteen (14) business days**, subject to parts availability and scheduling.

Return of Products (if required)

If return of the Product is required:

- The purchaser must obtain prior authorization from the Company.
- The Product must be properly packaged to prevent damage during transit.

If the purchaser elects to ship the Product:

- Shipment should be insured and sent with tracking/confirmation.
- Company is not responsible for products lost, delayed, or damaged in transit.

Third-Party Repairs

The purchaser may engage an independent repair or service provider only with prior written approval from the Company.

If such approval is granted:

- The Company will reimburse reasonable and pre-approved costs only.
- Reimbursement is limited to standard labor rates and approved parts.
- The purchaser must provide detailed invoices and proof of completion.

Company reserves the right to deny reimbursement for:

- Unauthorized repairs.
- Excessive or unapproved charges.
- Repairs not aligned with the original issue reported.

Governing Law, Jurisdiction & Venue

This Warranty shall be governed by and construed in accordance with the laws of the State of Delaware, without regard to conflict of law principles.

The purchaser agrees that any dispute, claim, or controversy arising out of or relating to this warranty or the sale or use of any product shall be resolved exclusively in the state or federal courts located within the State of Delaware.

The purchaser hereby:

- Irrevocably submits to the jurisdiction of such courts.
- Waives any objection to venue, including claims of inconvenient forum.
- Waives the right to a jury trial, to the fullest extent permitted by law.