

Our Warranty

Sunpentown Electric Co., Ltd. warrants our household products to be defect free in material and workmanship for a period of ONE YEAR from the date of purchase. We also warrant our commercial products to be defect free in material and workmanship for a period of SIX MONTHS from the date of purchase. Defective products may be sent back by the original purchaser or any subsequent owner within the warranty period, with proof of purchase date to Sunpentown Electric Co., Ltd.

Defective products will be repaired or replaced, at manufacturer's discretion, free of charge. All replacement parts or units will be new or reconditioned. Parts or units, which are replaced, become the property of Sunpentown. Warranty after repair or replacement will NOT be extended beyond the original 6-month / one-year period.

The warranty does not apply to any unit that has been tampered with, or to damages incurred through improper use and care, faulty packing or mishandling by any common carrier.

What is NOT COVERED:

- Warranty does not include freight charges.
- Incidental or consequential damage caused by possible defects with this product.
- Damage to product caused by improper power supply voltage, accident, fire, floods or acts of nature.
- Failure of product resulting from unauthorized modifications to the product.
- Improper installation or failure to perform the necessary maintenance.

Repairs not covered by this warranty may be returned to Sunpentown, postage prepaid. All repairs or services will be performed at current cost for parts and labour plus return postage. Please carefully box your package for shipping and it is HIGHLY recommended to return product by insured or by traceable means. Sunpentown is NOT RESPONSIBLE for any packages lost or damaged by any of the carriers.

Manufacturer's sole obligation and your exclusive remedy under this warranty are limited to such repair or replacement. This is a limited warranty and is in lieu of all other warranties, express or implied, including merchantability.