



One-Year Warranty Information

The manufacturer WARRANTS THIS PRODUCT TO BE DEFECT FREE IN MATERIAL AND WORKMANSHIP FOR A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE. Defective products may be returned by the original purchaser or any subsequent owner within the warranty period, with proof of purchase date to Sunpentown Int'l.

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 one-year period.

Freight charges included in warranty:

1. Within first two months of purchase, Sunpentown will cover freight charge both ways.
2. After two months to one year, Sunpentown will cover return freight.

The warranty does not apply to any unit that has been tampered with, nor to damages incurred through improper use and care, faulty packing or mishandling by any common carrier.

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 labor 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. This warranty gives you specific legal rights. You may also have other legal rights varying from state to state.

If you have a claim:

1. Do not return the product to the retailer from which it was purchased.
2. Please contact our consumer service department (1-800-330-0388 M-F 8:30am ~ 12:30pm & 1:30pm ~ 5:30pm PST) for assistance. To ensure the fastest possible resolution to the problem, please have the model or type number of your product on hand.
3. If it is determined that you should return your product for repair or replacement – send the product along with proof of purchase date and a description of the nature of the defect to:

SUNPENTOWN INTERNATIONAL, INC.
Attn: Service Dept.
21415 Baker Pkwy.
City of Industry, CA 91789

Be sure to include your name, address and daytime telephone number with you shipment.

What happens to my return?

If the inspection shows that the product is defective, under our Limited Warranty, Sunpentown will attempt to repair or will replace the defective part or product at no cost to you. Comparable substitutions are based on replacement product availability and at the sole discretion of the Manufacturer.

If our inspection shows that the product is not defective under our Limited Warranty we will return it to you shipping charges prepaid.

Please note that the inspection process can take 7-10 business days from receipt of your return. Replacements and/or repairs can take 4-6 weeks depending on product/part availability.