

1 Year Limited Warranty

Valid only in the Contiguous United States

ChefAsst provides a one-year limited warranty on all new eligible products purchased from an authorized dealer, calculated from the Product's original date of delivery. This warranty applies only to the Product's original purchaser.

ChefAsst's liability under this warranty is limited to the repair of the defective Product. In no instance will the cost to replace the Product exceed its original purchase price.

Liability Limitations

You are solely responsible for determining whether the product is suitable, effective, or safe for your intended uses. Your intended use should align with ChefAsst's marketed use of the Product.

Warranty Coverage Limitations

This warranty does not cover damage to the Product that occurs as a result of:

- Intentional or accidental misuse, abuse, alterations, or other damage (including, but not limited to, vandalism; impact by foreign objects; improper handling, maintenance, and storage; use of incompatible accessories; or application of harmful chemicals).
- Damage due to fire, flooding, or other Acts of God.
- Damage caused by power surges, brownouts, or inconsistent voltage such as when connected to a generator.
- Assembly, installation, or use in violation of ChefAsst's instructions and guidelines (including, but not limited to, use of the Product in violation of ChefAsst's Product-specific restrictions and weight limits).
Abnormal or unintended uses.
- Ordinary and expected wear and tear (including, but not limited to, wearable parts such as gaskets, bearings, and the like).
- Rust or other damage to Products caused by exposure to moisture.
Unless otherwise stated in the product literature, all ChefAsst products are intended for commercial use only.
- All gas, plumbing, and hardwired electrical connections must be completed by a qualified installer. Any necessary calibrations or other adjustments are the responsibility of the installer and are not a matter of warranty.

- Improper utility connection such as using the wrong voltage, phase, or fuel type.
- Parts and accessories sold without equipment.
- Repair service conducted without prior notice to ChefAsst, repair service conducted by unauthorized service agents or unqualified persons, or repair service conducted with parts inconsistent with ChefAsst's OEM parts, except where permissible by state law.
- Any equipment carrying a service warranty must be installed at a commercial address for the warranty to be valid, as our technicians may not be licensed or insured to enter a home-based business or permanent residence.

This warranty does not apply to parts and accessories (which are sold separately). This warranty also does not include labor, materials, and expenses that you incur to remove, (re)install, or replace the Product. Failure to notify ChefAsst prior to obtaining service may void your warranty. ChefAsst does not provide reimbursement for service conducted outside of the prescribed warranty process.

Excluded Wear and Consumable Parts

Slicer

- Blade
- Sharpening stones/assembly
- Drive belt
- Guard/cover
- Knobs, handles
- Carriage slide components
- Rubber feet

Bone Saw

- Saw blade/band blade
- Guide blocks
- Pusher
- Drive belt
- Table insert
- Worn parts of sliding components
- Rubber seal/gasket

Mixer

- Whisk/paddle/dough hook
- Drive gear
- Grease
- Bowl guard/safety cage
- Speed control handle/knob
- Rubber feet
- Worn parts of bowl lock structure

Warranty Exclusion Note

Wearable and consumable parts are not covered under warranty, including but not limited to blades, belts, stones, attachments, seals, bearings, and plastic components subject to normal wear. Additionally, overload is not covered under warranty.

Warranty Claims & Service Process

All claims for labor or parts must be submitted through ChefAsst prior to service or return.

To initiate a warranty claim, please visit: www.chefasstusa.com and select “**Open a Claim**”.

If you are unable to submit a claim online, you may contact ChefAsst Warranty Support by email at info@chefmindgroup.com.

When submitting a warranty claim, the following information is required:

- Model number of the unit
- Serial number of the unit
- Place of purchase
- Proof of purchase
- Date of purchase
- Detailed description of the reported issue
- Supporting photos and/or videos, where applicable

If proof of purchase cannot be provided, the warranty period shall be determined based on the manufacturer's shipment date.

Failure to return the part within two (2) weeks after claim approval or a return request by ChefAsst will result in forfeiture of the claim.

Prior to returning any product, you must obtain a return authorization from ChefAsst. Any unauthorized returns will be refused, and you will be responsible for all associated shipping costs.