

# **Kostch Warranty Policy**

## **1. The intended audience for this warranty policy.**

This warranty is applicable from the original purchase date of the product and covers purchasers who acquire directly from Kostch sales channels or from Kostch authorized dealers (brand new and delivered in original packaging). It does not extend to any subsequent owners or other transferees of the product. Original proof of purchase is required to avail the warranty.

## **2. Residential Address - Three-Year Warranty**

For original purchasers of Kostch products intended for normal residential use, the Kostch warranty period is three (3) years from the date of purchase (parts and labor), covering functional component defects resulting from normal usage. The warranty period does not extend if we repair or replace the product. The warranty coverage terminates upon product sale or transfer.

## **3. Commercial Address - Six-Month Warranty**

A. For original purchasers of Kostch products intended for non-residential use (i.e., commercial use), the Kostch warranty covers six (6) months from the date of purchase (parts and labor), covering functional component defects resulting from normal usage. The warranty period does not extend if we repair or replace the product. The warranty coverage terminates upon product sale or transfer.

B. Non-residential use (i.e., commercial use) encompasses but is not limited to: schools, churches, hotels, restaurants, private clubs, fire stations, common areas of multi-family residences, nursing homes, food service locations, and institutional food service locations such as hospitals or correctional facilities.

## **4. Unlimited Lifetime Online Support**

After the consumer warranty period expires, Kostch endeavors to assist customers in diagnosing issues and providing assistance to customers or customers trusted technician. Customers can also access repair videos, tutorials, manuals, and any additional assistance available.

## **5. Covered by this Warranty**

- A. This limited warranty covers material and workmanship defects in new Kostch products and internal components of the products during the warranty period.
- B. For defective products within the warranty period, we will, in our sole discretion, either repair or replace such products (or the defective part) free of charge
- C. Repair parts or replacement products covered by this limited warranty may be new or factory-remanufactured and are warranted for the greater of (i) the remaining Warranty Period for the original product warranty or (ii) sixty (60) days from the date the repair part is installed, or the replacement product is delivered.
- D. During the warranty period, onsite repair service will be available within the United States, subject to availability. If the product is located in a remote area where service by Kostch's authorized service providers is not available. This may take some time to seek out a new service provider.
- E. If Kostch's technicians cannot repair a defect of a product determined by the sole discretion of Kostch, the product may be replaced with a new or refurbished model equal to or with similar features as the original product purchased by you at Kostch's discretion. Replacement product will be covered by the greater of (i) the remaining Warranty Period of the original product warranty or (ii) sixty (60) days from the date the replacement product is delivered.
- F. This limited warranty covers Kostch products within the United States.

## **6. Exclusions from Warranty**

- A. Damages caused by: improper installation; failure to follow product instructions or perform any preventive maintenance; normal wear and tear; service or repairs performed by unauthorized service centers; modifications; external causes such as accidents, abuse, or other actions or events beyond Kostch's reasonable control.
- B. Disposal fees for the product.
- C. Performance issues caused by product defects beyond the warranty period.
- D. Damages incurred to the home or premises during installation of the product, including but not limited to the floors, walls, and furniture.

E. Products which model or serial number that has been defaced, removed, modified, altered, or missing.

F. Damage caused by acts of nature, including but not limited to pests, vermin, lightning, wind, fire, floods, or other natural disasters.

G. Shipping and transportation charges in case of repair or replacement.

H. Removal or installation fees for replacement products.

## **7. Notes**

Damages in shipping and transportation of the product, especially evident external box damage, please take photographs as evidence and refuse the package. Report to Kostch within 5 days.

## **8. How do you obtain warranty service?**

A. Email us with a description of the issue, pictures, where you purchased, order number, contact information, etc., for prompt assessment and assignment to the appropriate expert for expedited resolution. Email address: [service@kostch.com](mailto:service@kostch.com).

B. Create a service case on our website at [www.kostch.com/Process](http://www.kostch.com/Process) a warranty during the Warranty Period.

## **9. IMPORTANT!**

OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT.