

# Ninja FrostVault™ Cooler 5-Year Guarantee

Ninja FrostVault™ Cooler has taken product testing to a whole new level to deliver 5-star product experiences to you, our valued consumers.

We proudly guarantee that the cooler will be free from defects in workmanship and materials for 5 years.

Visit [ninjawarranty.com](http://ninjawarranty.com) to learn more about the 5-Year Guarantee.

## **Ninja FrostVault™ Cooler 5-Year Guarantee**

The 5-Year Guarantee applies to purchases made from authorized retailers of SharkNinja Operating LLC. Warranty coverage applies to the original purchaser and to the original product only. This warranty is not transferrable.

### **Material & Workmanship**

SharkNinja warrants that Ninja FrostVault™ Coolers will be free from defects in material, construction, or workmanship for the lifetime of the product under normal use and following care instructions. SharkNinja will replace the original Ninja FrostVault™ Cooler product if the original product is deemed defective in material, construction, or workmanship within 5 years from the date of purchase.

SharkNinja warrants that the FrostVault™ Cooler complies with regulations covering materials in contact with food. Upon examination of the product by SharkNinja, if it is found to be defective, SharkNinja reserves the right to replace the entire product, or, if no longer available, replace with a similar product of equal or greater value.

### **Exclusions**

#### **This warranty does not cover:**

- Scratches, stains, discoloration, and the natural breakdown of colors and materials due to normal wear and tear from extended use

- Normal product wear and tear, such as stains, discoloration, or scratches on the exterior of the product
- Damage to the interior or exterior of the product arising from improper use or failure to follow the use and care instructions
- Damage, such as dents or scratches, to the product caused by dropping the product excessively
- Damage caused by use of scouring pads, steel wool, abrasive cleaners, or bleach
- Incidental or consequential damages
- Damage to component parts or malfunction due to alteration or accident

## **How to get service**

If your FrostVault™ Cooler fails to work properly while in use under normal conditions within the warranty period, visit [support.ninjakitchen.com](http://support.ninjakitchen.com) for information about how to start a warranty claim or for product care and maintenance self-help. Our Customer Service Specialists are also available at 1-877- 646-5288 to assist with product support and warranty service options. So we may better assist you, please register your product online at [registeryourninja.com](http://registeryourninja.com) and have the product on hand when you call.

SharkNinja will cover the cost for the customer to send in the unit to us for replacement. A fee of \$20.95 (subject to change) will be charged when SharkNinja ships the replacement unit to you.

## **How to initiate a warranty claim**

You must call 1-877- 646-5288 to initiate a warranty claim. You will need the receipt as proof of purchase (to document the date of your purchase) and to confirm that you are the original purchaser. We also ask that you register your product online at [registeryourninja.com](http://registeryourninja.com) and have the product on hand when you call, so we may better assist you.

Limitations and how state law applies

TO THE EXTENT PERMITTED BY LAW, THE LIMITED WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. IF WE CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES

WILL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REFUND, REPAIR, OR REPLACEMENT SERVICE AS DETERMINED BY US IN OUR SOLE DISCRETION. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO OUR EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.