Warranty and Customer Service

Thanks for purchasing this Royal Gourmet® Analog Electric Smoker.

Royal Gourmet warrants its products to be free from defects in materials and workmanship under proper assembly, normal residential use and recommended care for **1-Year Full Warranty** from the date of original retail purchase. The warranty does not cover paint finish as it may burn off during normal use. **RUST is not considered a manufacturing or materials defect.**

Within the stated warranty period, Royal Gourmet, at its discretion, shall replace defective components free of charge, with the owner being responsible for shipping. Replacement parts for the preassembled main body are not available. Royal Gourmet reserves the right to require that defective parts be returned, postage and/or freight pre-paid by the consumer for review and examination. In the event of parts availability issues, Royal Gourmet reserves the right to substitute like or similar parts that are equally functional. Upon the expiration of such warranty, all such liability shall terminate.

Note: A dated sales receipt along with Model Number and Serial Number will be required for the warranty service.

The limited warranty will not reimburse you for the cost of any inconvenience, food, personal injury or property damage. All warranty coverage is void if this grill is ever used for commercial or rental purposes. And this limited warranty applies to the functionality of the product ONLY and does not cover cosmetic issues such as scratches, dents, corrosions or discoloring by heat, abrasive and chemical cleaners or any tools used in the assembly or installation of the appliance, surface rust, or the discoloration of stainless steel surfaces.

ITEMS NOT COVERED IN THE WARRANTY SERVICE

Any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, vandalism, improper installation or improper maintenance or service, or failure to perform normal and routine maintenance, including but not limited to damage caused by insects within the burner tubes, as set out in the owner's manual.
Deterioration or damage due to severe weather conditions such as hail, hurricanes, earthquakes or tornadoes, discoloration due to exposure to chemicals either directly or in the atmosphere.
Cost of service calls to your home.
Costs of removal or re-installation.
Pickup and delivery of your product.
Shipping or transportation costs.
Labor costs for installation and repair.
Liability for indirect, or consequential damages.

This limited warranty is the sole warranty given by Royal Gourmet and is in lieu of all other warranties, expressed or implied including implied warranty, merchantability, or fitness for a particular purpose. Neither Royal Gourmet nor the retail establishment selling this product has authority to make any warranties or to promise any remedies in addition to or inconsistent with those stated above.

Royal Gourmet's **maximum liability**, in any event, shall not exceed the purchase price of the product paid by the original consumer purchaser. Some states do not allow the exclusion or limitation of incidental or consequential damages. In such a case, the above limitations or exclusions may not be applicable.

Do not return parts without prior to obtaining return authorization from our customer service department.

Please do not hesitate to contact our customer service when you have any questions regrading assembly, warranty, or accessories. We will be happy to offer any replacement parts you need during the warranty period.


1-800-618-6798


service@royalgourmetusa.com


Mon-Fri, 8:30 AM-5:00 PM, EST