

WARRANTY

PRIMO WATER DISPENSER LIMITED WARRANTY ("WARRANTY")

Primo Water North America ("Primo") warrants your Primo Water Dispenser ("Dispenser") pursuant to the following terms and conditions.

WHAT DOES THIS WARRANTY COVER?

Primo warrants to the original purchaser of the Dispenser, and to no other person, that its Dispenser, including all component parts, are free from defects in material and workmanship for a period of one (1) year from the date of purchase, as stated below.

WHAT DOES THIS WARRANTY NOT COVER?

Primo warrants to the original purchaser of the Dispenser, and to no other person, that its Dispenser, including all component parts, are free from defects in material and workmanship for a period of one (1) year from the date of purchase, as stated below.

This Warranty does not cover the following:

- Damage or failure caused by normal wear and tear;
- Damage or failure caused by improper installation or assembly, which includes a failure to install or assemble the Dispenser in accordance with the instructions in the User's Manual;
- Damage or failure caused by improper operation, which includes a failure to operate the Dispenser in accordance with the instructions in the User's Manual;

Damage or failure caused by improper maintenance, which includes:

- Improper maintenance or service by you or any third party; or
- A failure to perform normal and routine maintenance on the Dispenser in accordance with the instructions in the User's Manual.
- Damage or failure resulting from accident, abuse, misuse, alteration, or misapplication; or
- Damage to the finish of the Dispenser occurring after purchase, including but not limited to scratches, dents, discoloration, or rust.

WHAT IS THE PERIOD OF COVERAGE ("WARRANTY PERIOD")?

The Warranty Period for Dispensers runs for one (1) year from the date of purchase. Implied warranties, including the implied warranty of merchantability and the implied warranty of fitness for a particular purpose, for the Primo Water Dispensers are subject to the same one (1) year duration discussed above. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

WHAT WILL PRIMO DO TO CORRECT PROBLEMS?

If Primo confirms, after examination of the Dispenser or any component part, that you have a valid Warranty claim based on the terms set forth herein, at Primo's sole discretion, Primo will repair or replace the Dispenser or component part without charge.

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain Warranty service, and before returning any parts, contact Primo's Customer Service Department online at PrimoWater.com/Contact-Us/ or by telephone at **1-844-237-7466**.

To qualify for Warranty service, you may be required to ship your Dispenser or component parts to Primo. Shipment fees for return of the Dispenser or component parts to Primo must be prepaid by you. If Primo determines that you have a valid Warranty claim, Primo will return the repaired Dispenser or replacement parts to you, freight or postage prepaid by Primo. If, after examination of the Dispenser or any component part, Primo determines that you do not have a valid Warranty claim, Primo will either retain the Dispenser or component parts, or return the Dispenser or component parts to you, at your discretion. If you request that Primo return the Dispenser or component parts to you, Primo will bill you for the shipment costs incurred by Primo.

If you purchased your Dispenser outside of the continental U.S. (i.e., Hawaii, Alaska, or Puerto Rico), you may be required to return your Dispenser or component parts to the original point of purchase. If Primo determines that you have a valid Warranty claim, Primo will return the repaired Dispenser or replacement parts to you, freight or postage prepaid by Primo.

WILL I NEED PROOF OF PURCHASE TO OBTAIN WARRANTY SERVICE?

Primo may require reasonable proof of your date of purchase from an authorized retailer or distributor prior to offering service under this Warranty. Therefore, you should retain your receipt, order confirmation, sales slip, or invoice. Please also register your Dispenser at PrimoWater.com/Product-Registration/.

DO ANY OTHER WARRANTIES APPLY TO MY DISPENSER?

Primo offers no other warranties on its Dispensers beyond those set forth in this Warranty. No other warranty, oral or written, is authorized or has been given by Primo to the original purchaser. Primo disclaims all warranties for products that are purchased from sellers other than authorized retailers or distributors.

CAN I TRANSFER THIS WARRANTY TO SOMEONE ELSE?

This Warranty is extended to the first retail purchaser only and is not transferable.

WHAT REMEDIES DO I HAVE UNDER THIS WARRANTY?

THE ABOVE REMEDIES SHALL BE YOUR SOLE REMEDIES UNDER THE TERMS OF THIS WARRANTY.

IN NO EVENT WILL PRIMO'S LIABILITY EXCEED THE PURCHASE PRICE OF THE DISPENSER. FURTHER, PRIMO SHALL HAVE NO LIABILITY WHATSOEVER TO PURCHASER OR ANY OTHER PERSON FOR ANY INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

PRIMO ASSUMES NO RESPONSIBILITY FOR DAMAGES OF ANY KIND CAUSED BY THIRD PARTIES.

Some states do not allow the exclusion or limitation of incidental, punitive, or consequential damages, so the above limitation or exclusion may not apply to you.

HOW DOES STATE LAW RELATE TO THIS WARRANTY?

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



Join our community by following us on social and signing up for our emails. We share tips for healthy living, important news about water, new product announcements and special offers.

For warranty information, additional assistance, or instructional videos for maintaining or operating your dispenser, visit our customer support page at PrimoWater.com or call us at **1-844-23-PRIMO**. Our US-based customer service team would be happy to help!