

WARRANTY

3-YEAR FULL WARRANTY ON SEPARATELY SOLD CONTAINER AND CONTAINER COMPONENTS

1. WHAT IS COVERED.

Vita-Mix Corporation ("Vitamix") warrants that a container (the "Container"), lid, blade assembly and/or retainer nut (the "Container Component") that is purchased separately from a blender motor-base will be free from defects in material or workmanship and will withstand wear and tear from ordinary household use for 3 years from the date of purchase. Vitamix will, within 30 days of receipt of the returned product, repair the failed Container or Container Component free of charge. If, in Vitamix's sole discretion, the failed Container or Container Component cannot be repaired, Vitamix will elect to either (A) replace the Container or Container Component free of charge or (B) refund the full purchase price to the owner, unless Vitamix receives prior written notice of the owner's preference.

2. WHAT IS NOT COVERED.

This Warranty applies only to owners for ordinary household use. This Warranty does not cover cosmetic changes that do not affect performance, such as discoloration or the effects of the use of abrasives or cleaners or food build up. This Warranty is only valid if the Container or container in which the Container Component is installed is used in accordance with the instructions, warnings and safeguards contained in the owner's manual.

Vitamix will not be responsible for the cost of any unauthorized warranty repairs.

REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE ARE THE EXCLUSIVE REMEDIES OF PURCHASER AND THE SOLE LIABILITY OF VITAMIX UNDER THIS WARRANTY. NO EMPLOYEE OR REPRESENTATIVE OF VITAMIX IS AUTHORIZED TO MAKE ANY ADDITIONAL WARRANTY OR ANY MODIFICATION TO THIS WARRANTY WHICH MAY BE BINDING UPON VITAMIX. ACCORDINGLY, PURCHASER SHOULD NOT RELY UPON ANY ADDITIONAL STATEMENTS MADE BY ANY EMPLOYEE OR REPRESENTATIVE OF VITAMIX. IN NO EVENT, WHETHER BASED ON CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, SHALL VITAMIX BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT OR REVENUE.

Some states do not allow limits on warranties. In such states, the above limitations may not apply to you. Outside the U.S.A. and Canada, other warranties may apply.

Grinding certain herbs and spices in the container/cup will result in cosmetic marring of the container/cup and may cause the blades to wear prematurely. Traces of sand, coarse gritty and abrasive herbs will also cause the blades to wear prematurely. Herbs may contain volatile oils, cause the container/cup to retain the oils and cause permanent discoloration. Your container/cup and blades are not covered under the Vitamix warranty under these circumstances.

3. WHAT VOIDS THIS WARRANTY.

Abuse, misuse, negligent use, alteration of the Container or Container Component or motor base, exposure to abnormal or extreme conditions, or failure to follow the operating instructions, will void this Warranty.

The Warranty is also void if repairs to the machine, Container, Container Component or any portion of the blade assembly are performed by someone other than Vitamix or an authorized Vitamix Service Provider or if any part subject to this Warranty is used in combination with a motor-base or container that is not expressly authorized by Vitamix.

WARRANTY

4. HOW TO OBTAIN RETURN AUTHORIZATION UNDER THIS WARRANTY.

In the event the Container or Container Component needs service or repair, please call Vitamix Customer Service at 1-800-848-2649. You will be asked to provide a date of purchase and proof of purchase for any product that has not been registered with Vitamix. For product subject to this Warranty you will be provided with a return authorization number, up-to-date shipping instructions and a pre-paid return pick up label. Vitamix will pay standard shipping costs on the return of a Container or Container Component for warranty service and repair and for return shipment of the product to you after the warranty repair or replacement. Purchaser is responsible for the costs of special shipping requests.

Within the U.S.A. and Canada, this Warranty is honored directly through the Vita-Mix® Corporation.

United States

Vita-Mix® Corporation
8615 Usher Road
Cleveland, Ohio 44138-2199
1-800-848-2649
service@vitamix.com

Canada

Vita-Mix® Corporation
200-1701 Shepherd Street East
Windsor, Ontario N8Y 4Y5
1-800-848-2649
service@vitamix.com

You will be deemed to have accepted the returned product “as is” upon delivery unless you notify Vitamix of any problem, including shipment damage, within 48 hours of delivery.

SPECIAL INTERNATIONAL INSTRUCTIONS

If a machine was purchased within the U.S.A. or Canada, but is currently outside the U.S.A. or Canada, all shipping and resulting taxes and duties are at the owner's expense.
Call +1-440-235-4840 or email service@vitamix.com for more details.