

## **JEN-U-WINE JERRY ENTERPRISES, LLC (JEN-U-WINE JERRY)**

### **Two Year Limited Warranty**

Jen-u-wine Jerry Pellet Fired Stick Burners are guaranteed to be free from defects in material and workmanship under normal use and when installed in accordance with factory recommendations.

This limited warranty includes parts and labor for the first 90 days. Following the 90-day period, the two (2) year limited warranty is for parts only.

JEN-U-WINE JERRY 's obligation under this warranty shall be to repair and replace at its option any part deemed defective upon examination by JEN-U-WINE JERRY, or its authorized agent, for a period of two (2) years from the date of sale.

### **PROCEDURES**

1. Customer must obtain approval from JEN-U-WINE JERRY before performing any service. JEN-U-WINE JERRY is not responsible for unauthorized service work.
2. The Limited Warranty extends to the original purchaser only.
3. **To make claim or request for the Limited Warranty, the original purchaser must notify JEN-U-WINE JERRY Customer Service for instructions as to the repair or replacement of the defective merchandise prior to attempting or contracting for repair of the appliance.**
4. The Limited Warranty shall not apply if the merchandise has been improperly installed, damaged due to abuse, misuse, misapplication, accident, or as a result of service or modification by any other than an authorized JEN-U-WINE JERRY service agent.
5. There are no expressed warranties other than the limited warranty stated herein above. No warranties whether expressed or implied, including, but not limited to, any implied warranties of merchantability of fitness for a particular purpose, shall extend beyond the respective warranty periods described above.
6. JEN-U-WINE JERRY shall not be liable for any direct, indirect, special, consequential, incidental, or punitive damages; lost profits or loss of use or interruption of business regardless of the form of action or theory of liability resulting from any defect in or use of the Cookshack smoker oven, accessories and/or heating elements.

Additional information on obtaining service under this Limited Warranty is available on the following page or by contacting a JEN-U-WINE JERRY Customer Service Representative directly at 619-399-5863 or [info@jenuwinejerry.com](mailto:info@jenuwinejerry.com)

## Warranty Procedures

If you have merchandise that you believe is defective please call JEN-U-WINE JERRY, at 619-399-5863 and ask to speak to a Customer Service Representative (CSR). Have your smoker model and serial number available, if applicable. The CSR will take the information you provide and make a determination regarding the solution to the problem. It is JEN-U-WINE JERRY's option whether to replace or repair defective merchandise. If you are told that your merchandise will be repaired or replaced under warranty, the following actions will be initiated:

1. The CSR will issue a Return Merchandise Authorization (RMA). This authorization is assigned a number which is used to track the merchandise being returned. Please do not return any merchandise to JEN-U-WINE JERRY without first obtaining this authorization and RMA number. To do so will delay the appropriate resolution of the issue(s) in question. In some cases the CSR may mail you a form with an RMA number included. This form will ask you to detail why it is felt that the merchandise needs to be repaired or replaced. This merchandise must be received by JEN-U-WINE JERRY within 30 days of the issue date of the RMA.
  2. Package the merchandise in its original packaging, if possible. If this is not feasible, use equivalent packaging to ensure the safe return of the items. You assume the risk of any loss or damage that occurs during transit due to improper packaging of the merchandise being returned.
  3. Using a permanent magic marker clearly write the RMA number on the outside of the packaging. This enables personnel in our Receiving Department to identify the merchandise and initiate the repair or replacement procedures authorized by the CSR.
4. Ship the merchandise to JEN-U-WINE JERRY, 301 W. 28<sup>th</sup> St. Suite B, National City, CA 91950, shipping prepaid, F.O.B. destination. At the discretion of the CSR, JEN-U-WINE JERRY may issue a UPS Call Tag. In this case the return freight will be paid by JEN-U-WINE JERRY.
5. In some cases, at JEN-U-WINE JERRY'S option, replacement merchandise may be shipped to you prior to our receipt of the defective merchandise. In this instance you will be invoiced for the replacement merchandise upon shipment. Credit for this charge will be issued to you upon our receipt of the defective product.
6. Credit may be denied if returned merchandise does not match the condition described to the CSR; if it is not under warranty; if it is not received at JEN-U-WINE JERRY 30 days after the RMA is issued; if it is damaged due to abuse, misuse, misapplication, or accident; if it has been serviced or modified by any other than an authorized JEN-U-WINE JERRY service agent; is not returned with an RMA number; is not in clean condition; is not complete; is damaged or lost in transit. Inspection performed upon receipt of the product can override the initial decision regarding repair or replacement made by the CSR.
7. Replacement merchandise is sent to you via UPS Ground or common carrier. If you request replacement merchandise be sent by faster service than UPS Ground or common carrier you shall incur the cost of shipping in excess of normal ground service