

Warranty information for Premier Super-g Mixer Grinder

Warranty only applies to normal domestic/household use. Commercial use of the appliances voids the warranty. Unusual wear and tear and other problems resulting from improper and/or incorrect use, customer's negligence, and use of the appliances for purposes for which they are not intended are not covered by the warranty.

The Premier Super-g Mixer Grinder must have been purchased from us to be eligible for warranty.

Customers must inspect the package(s) thoroughly on receipt and bring to our notice by e-mail within 10 days of receipt any defects and/or any missing contents. While e-mailing us customers should provide complete details of the purchase such as the name and complete address of the purchaser with telephone number, the date of purchase, and the invoice or sales receipt number. We will not entertain any claims for defects and/or missing contents/parts past 10 days from date of delivery.

We do not make any claims re: the quality of the things that customers make using the appliances we sell. The results depend very much on the culinary skills of the individuals concerned, the ingredients etc. We will not accept returns for the reason that the things that are made using the appliances sold by us are not up to the expectations of our customers.

- Customers are requested to read our [return policy](#) and warranty terms thoroughly and understand them fully before placing their orders. If anything is unclear, they should contact us either by e-mail before placing their orders.
- **Product Returns:**
We have a "No Return" policy and will not accept returns once the product is shipped. For example, if you change your mind after receiving the product, you will not be able to return it . As such, we would ask you to thoroughly satisfy yourself about your decision to purchase before you place the order.

Order Cancellation:

Orders cannot be cancelled or changed once the product has been shipped. We normally ship the next business day after we receive the order.

Please call us at 647-438-7677/ 416-287-1727 or e-mail us at <mailto:info@chennaiimports.com> if you need any further information and/or clarification.

The Premier Super-g Mixer Grinder carries a warranty period of one year for normal domestic/ household use only against any manufacturing defect from the original date of purchase. Plastic parts and parts that are subject to regular wear and tear such as blades and jars are not covered by the warranty. Commercial use voids the warranty. The warranty is not transferable. If during the warranty period there is any problem, customer has to first contact us by e-mail at info@chennaiimports.com for technical service . If repair to the mixer grinder is required, we will issue a service authorization along with packing and shipping instructions by e-mail and customer should send the mixer grinder to us at his/her expense with proof of purchase (Copy of bill/invoice). We will return it to customer after repairs at our expense. Warranty is only applicable to Premier Super-g Mixer Grinders purchased from us. The warranty does not cover normal wear and tear of the product and if the product has been involved in an accident, sold or transferred by the original purchaser, tampered with or repaired by someone other than our authorized representatives, or used for commercial purposes. The warranty does not also cover

problems arising out of misuse, improper use, and/or negligence of the customer. In no event will we be responsible for any loss or damage, direct or consequential, resulting from the use of this product. Our liability in any event is limited to the purchase price excluding shipping charges of the product. The product will be repaired or replaced (depending on the defect) at our discretion and will be shipped back prepaid as long as the unit is still under warranty. Please allow four to six weeks for repair service.

Damages caused by improper packing or shipping are not covered by our warranty. Only manufacturing defects are covered.

Please read the instruction manual thoroughly before using the appliance.

If there is any damage to the product in transit from our warehouse to the customer, customer should bring it to our notice either by e-mailing us at info@chennaiimports.com within 10 days from the date of receipt of the product. If only a user-replaceable part needs to be replaced, we will send it to customer. If the whole unit is damaged, we will issue an authorization for return of the same. On receipt of the damaged unit, we will send a replacement. All returns must be freight prepaid. We will not accept packages with freight collect or COD.

If the product needs service after the warranty period, it will be repaired at a reasonable charge. If service is required after the warranty period is over, customer will have to bear the shipping expenses for the grinder to and from our service centre.

Please save the original carton and packing materials. They are specially designed to protect your unit during transit. You will need them in case you have to send the product back to us for warranty service.

Before reporting the non-functioning of the Premier Super-g Mixer Grinder, please note the following:

The Premier Super-g Mixer Grinder is equipped with a safety tripping mechanism that will be triggered if there is any overload on the motor. The motor will stop working in that condition. If this happens, you should let the motor cool down completely and then push in the reset button at the bottom of the mixer grinder completely and then try running the mixer. If the mixer does not work at any particular electrical outlet, please try running it at another outlet.

You should try all the above before reporting to us that the mixer grinder is not working.

Please note that if we test and find a mixer grinder returned to us for warranty service in good working condition on receipt, you will have to bear the expenses of sending it back to you. Therefore please ensure that you follow the above instructions if the mixer grinder stops functioning before you report it to us under warranty.

Product Returns:

We have a "No Return" policy and will not accept returns once the mixer grinder is shipped. For example, if you change your mind after receiving the product, you will not be able to return it. Therefore, we would ask you to thoroughly satisfy yourself about your decision to purchase before you place the order.

Order Cancellation:

Orders cannot be cancelled or changed once the product has been shipped. We normally ship the next business day after we receive the order.

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Customers must inspect the products and package(s) thoroughly on receipt and bring to our notice by e-mail within 10 days of receipt if any parts are missing. While e-mailing us customers should provide complete details of the purchase such as the name and complete address of the purchaser with telephone number, the date of purchase, and the invoice or sales receipt number. We will not entertain any claims for missing parts past 10 days from date of delivery.