

# WARRANTY GUIDELINES

**Replacement Warranty** - The KitchenAid products are covered by a free replacement/repair warranty\* for a period of THREE MONTHS from the date of purchase.

**General Warranty** – Warranties\* from date of purchase will differ as per the product category as follows :-

PRODUCT CATEGORY	1 YEAR	2 YEARS	5 YEARS	10 YEARS	LIMITED LIFETIME
3.3 Litre Mini Stand Mixer			Yes		
4.8 Litre Artisan & Artisan Design Tilt Head Stand Mixer			Yes		
4.8 Litre Bowl Lift Stand Mixer			Yes		
6.9 Litre Bowl Lift Stand Mixer	Yes				
Hand Mixer		Yes			
Artisan Power Plus Blender (Motor Base)				Yes	
Cordless Hand Blender			Yes		
Artisan Deluxe Hand Blender	Yes				
Diamond Blender		Yes			
Maximum Extraction Juicer	Yes				
Proline Toaster			Yes		
2 Slot Automatic Toaster		Yes			
Electric Kettle ( 1.2 Litre and 1.7 Litre)		Yes			
Proline Electric Kettle 1.5 Litre			Yes		
Personal Coffee Maker		Yes			
Siphon Coffee Brewer		Yes			
Pour Over Coffee Brewer		Yes			
Food Chopper		Yes			
Food Processor		Yes			
Stovetop Kettle		Yes			
Tools & Gadgets	Yes				
Cookware					Yes
Cutlery					Yes
Bakeware					Yes
PRODUCT ACCESSORIES					
Artisan Power Plus Blender Accessories (Blade, Jar, Lid, Sleeve)	Yes				
Diamond Blender Accessories (Blade, Jar, Lid)	Yes				
Food Processor Accessories (Blade, Disc, Bowl, Storage Case)	Yes				
Cordless Hand Blender Accessories (Blade, Arm, Pitcher, Battery, Charger, Storage Case)	Yes				
Stand Mixer Accessories and Attachments	Yes				

Note: All Products used for commercial purpose will have a 1 Year Warranty.  
Artisan Power Plus Blender used for commercial purpose will have a 3 Year warranty on Motor Base

The purchase of every KitchenAid Product is backed by KitchenAid's assured standard customer care and support service infrastructure, which enables your access to prompt effective assistance when you need it.

## TERMS & CONDITIONS

- KitchenAid warrants the product to be free from defects in material and workmanship, arising under normal use for a period of three months from the date of invoice.
- KitchenAid warranty is applicable in India only.
- KitchenAid reserves the right to request proof of purchase (either in the form of warranty card or installation note or invoice copy, etc.) with date of purchase showing model and serial number before accepting any liability for warranty claim.
- KitchenAid's sole obligation under the warranty shall be to repair or replace the defective product with a working one or a similar model of equivalent value, if the same model is not available, in the occurrence of any failure or defect covered under the warranty during the warranty period. The warranty is provided only on device and not on other in-box contents such as batteries, cables, accessories, plastic consumables etc.
- Any product replaced under the warranty shall be subject to the balance of the original warranty period applicable to the product.
- If KitchenAid determines that the replacement is not covered under the warranty, you will be duly notified.
- KitchenAid will not pay for: Repairs when the product is used in other than normal single family home (except for the Professional Series) use and/or damage resulting from accident, alteration, misuse or abuse.
- This warranty extends only to original purchaser and is non-transferable.
- This warranty program does not extend to any product not marketed and distributed by Whirlpool of India Ltd.
- KitchenAid may assign any of its rights and / or obligations, either in whole or in part, to any of its affiliates or any third party. KitchenAid may also at its discretion enter into any sub contract with any person for the performance of any part of this warranty or appoint any authorized service provider.
- Warranty will automatically get terminated after the expiry of warranty period specified in this document, even if the product may not be used for any time during the warranty period for whatsoever reasons.

The warranty shall be void if product or part label / serial number has been removed, damaged, altered, or obscured. Failure or defects of the product or part has been resulted from or attributable to:

- Modification, service, maintenance or repair done other than by a KitchenAid representative or KitchenAid authorized partner.
- Any extrinsic cause, accidental damage, improper use, modification, adaptation, neglect, wear and tear, improper installation and connection external electrical fault leading to hardware/ component failure/ burnt and any fire accidents, which damage the hardware and the components.
- Operation outside the usage parameters stated in the user documentation.
- Improper physical/ electrical or operating environment.
- Loss or damage in transit.
- Unauthorized correction / alterations made in invoice copy/installation note.
- Default in the payment of full price of the product supplied by KitchenAid or its authorized reseller.

Note: In case of the above mentioned defects, the customer can get the unit repaired from the service centre on a chargeable basis (subject to availability of spare parts).