

WARRANTY AND SERVICE REPAIR POLICY & PROCEDURE

Warranted Items. Kitchen Brains provides warranties on the following goods:

- a. Goods Kitchen Brains manufactures that are used in the United States. Kitchen Brains warrants that Warranted Goods shall not fail to function in accordance with our specifications because of defects in material or workmanship, for the warranty periods stated below.

Warranty Terms.

- a. Kitchen Brains warrants all Warranted Goods for 1 year from the date of purchase including computers, controllers, and timers.
- b. Kitchen Brains warrants all other items for a period of 90 days unless otherwise stated at the time of purchase.
- c. Kitchen Brains warrants replacement units or parts for 1 year from the date the items they replace or to which they pertain were purchased.

Program for Service Exchanges.

Kitchen Brains provides an Exchange Program, at no extra cost, if a unit should fail. To take advantage of this program, simply call our toll-free customer service number, 1-203-377-4174. If you elect to receive an exchange unit from the factory, a replacement unit will be sent immediately. Upon receipt of the replacement unit, simply return the failed unit to the factory, freight prepaid, using the same carton and packing material in which the replacement unit was shipped. The unit will be replaced free of charge, if still under warranty, and if the product shows no evidence of abuse or alteration. If the unit is not under warranty, you will pay repair charges and shipping costs to and from the factory.

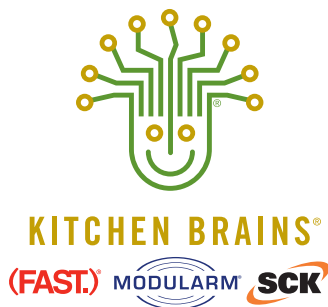
Any minor adjustment or calibration and any labor costs for the replacement of probes will be made at your expense.

The Kitchen Brains Exchange Program is available to any Kitchen Brains Domestic Customer whose account is current, and applies to all FAST Timers (excluding ZAP), Computers and Controllers.

For a copy of the complete terms and conditions, please contact Kitchen Brains Customer Support at: 1-800-FASTRON (1-800-327-8766).

Customer Service and Technical Assistance

Our customer service department is available for orders and questions Monday through Friday between the hours of 8 AM and 5 PM EST. Call us toll-free at 1-800-FASTRON (800-327-8766) if you're in the US, Canada or the Caribbean, or at 203-378-6860 if you're outside of these areas. Toll-free technical assistance is available 24 hours a day, 365 days a year by calling 1-203-377-4174 (from the U.S., Canada and the Caribbean) when help is needed immediately.



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Toll-free technical support from the U.S.,
Canada, and Caribbean: 1-866-840-4271

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