

Kitchen Brains® International Warranty Overview and Processing Options

Overview: Food Automation – Service Techniques, Inc. (FAST),® its affiliates, and D.B.A. Kitchen Brains® warrant that Warranted Goods shall not fail to function in accordance with our specifications because of defects in material or workmanship, for the following warranty periods:

- i. We warrant most Warranted Goods (such as computers, controllers and timers) for 1 year from date of purchase.
- ii. We warrant probes and hoses for 90 days from date of purchase.
- iii. We warrant the part only. We will supply a replacement unit to you at no cost or a credit to your account for the warranted item. You will be solely responsible for any and all shipping, installing and testing and for the expenses thereof.
- iv. Complete warranty terms and conditions can be found on our terms and conditions of sale printed on the back of all quotations and invoices.

PROCESSING OPTIONS: WHAT TO DO WHEN YOU HAVE A CLAIM

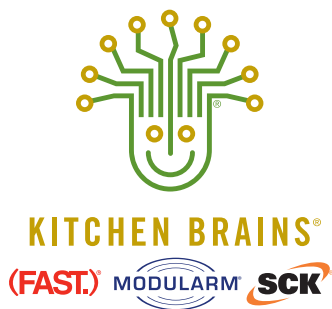
Option # 1 – Return for Evaluation

1. Complete a Warranty Claim Form which is available from our web site. Email the completed form to your Sales Support specialist or sales@kitchenbrains.com and request an RMA (Return Material Authorization) Number.
2. When the RMA is received, package the items to be returned, along with a copy of the Warranty Claim Form carefully in an appropriate shipping container. Write the RMA number clearly on the outside of the shipping container. Send the package to Kitchen Brains freight PREPAID. Packages received with freight due will be returned to the sender.

3. The product will be evaluated by our Quality Assurance Department to determine the root cause of failure.
 - a. If the unit is found to be a warranted failure, Kitchen Brains will provide a replacement unit or issue a credit at its sole discretion.
 - b. If the unit is found to NOT be a warranted failure, a US\$55.00 evaluation fee will be charged and the unit will be returned freight collect or scrapped at the customer's sole discretion.

Option # 2 – Hold for Evaluation

1. Complete a Warranty Claim Form which is available from our web site. Email the completed form to your Sales Support specialist or sales@kitchenbrains.com and request an RMA (Return Material Authorization) Number.
2. When the RMA number is received, notify the Sales Support Specialist that you will hold the product at your location until the Kitchen Brains Authorized technical specialist visits your area to perform the evaluation. Our inside Support Specialist will forward your claim form to the Kitchen Brains Authorized technical specialist.
3. The Kitchen Brains representative will evaluate the goods and make a determination as to the root cause of failure. NOTE: The claim form must have been filed out and an RMA number received for the evaluation to occur.
4. If the Kitchen Brains representative determines that the goods have had a warranted failure, you will be asked to return the goods to Kitchen Brains freight prepaid. Kitchen Brains will provide a replacement unit or issue a credit at its sole discretion.



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