

# Warranty & Refund Policy

## General Warranty (Excluding Refurbished/Auction Items)

GoWISE USA has a 1-year limited warranty for all products. Products are warranted against defects in materials and workmanship for 1-year from the date of purchase, when used in accordance with the instructions provided. This warranty does not cover damages or wear resulting from accident, misuse, abuse, commercial use, or unauthorized adjustment and/or repair.

For all GoWISE USA Pressure Cookers / Smoker, the removable lid and all components (floater valve, regulator knob, sealing ring, steam basket, stainless-steel rack, insert pot) are warranted for 30 days from the day of purchase and DO NOT fall under the 1-year limited warranty of the unit.

For all GoWISE USA Air Fryers, the removable basket, tray, and all components are warranted for 30 days from the day of purchase and DO NOT fall under the 1-year limited warranty of the unit.

*GoWISE USA® shall not be liable for loss of use or any other incidental, consequential or indirect costs, expenses or damages. There are no express warranties except as listed above. This warranty gives you specific legal rights, and you may have other rights which vary from state to state.*

**CALL: 855-233-9199 for RETURN INSTRUCTIONS.**

**WE DO NOT SERVICE PRODUCTS OUTSIDE THE 48 CONTINENTAL UNITED STATES. (WE WILL SHIP TO A FREIGHT FORWARDER FOR CUSTOMERS)**

**NOTE:** Customers are responsible for all return shipping costs. When item(s) are returned under warranty as being defective, they are thoroughly tested to verify manufacturer defect. If any item(s) are determined to be in proper working order after testing, all shipping costs to have the product returned to the customer will be the responsibility of the customer

## Refurbished Policy

All Refurbished items are sold "AS IS" and are not eligible for refunds. If a refurbished item is received either defective or DOA (Dead on Arrival), customers MUST contact GoWISE USA customer support within 30-days from delivered date.

**THIS WARRANTY ONLY APPLIES TO REFURBISHED ITEMS THAT ARE PURCHASED DIRECTLY FROM GOWISE USA AND DOES NOT APPLY TO REFURBISHED ITEMS THAT ARE PURCHASED FROM 3RD PARTY SELLERS.**

## 30 Day Return Period

All return requests must be made within 30 days from the date our customers purchase their product(s). Refunds are only applicable during the 30-day return period and may be subject to restocking fees up to 15% of the original purchase amount. If the product is defective within 30 days, GoWISE USA will cover the cost of return shipping, however, a picture and/or video is required to receive a prepaid label. *If the product is missing any accessories that were included in the original shipment or the product is damaged, altered, or dirty (remains of previously cooked product could be a health hazard), the item may no longer be eligible for a refund or replacement.* Any decision of refund and/or replacement will be decided at the discretion of GoWISE USA.

**NOTE: EVIDENCE OF DEFECT IS REQUIRED TO BEGIN RETURN PROCESS.** Customers are responsible for all return shipping costs after 30 days.

## Defective / Freight Damaged

Products that are within the 30-day return period and have been determined by customer service to be defective are qualified for a return label for the product to be returned to GoWISE USA for inspection and testing. GoWISE USA will provide a return shipping label for defective product(s) only. Customers must contact the Carrier (shipping company) for products that have arrived damaged after initial transit. Clear photographic AND video proof of damage and/or defective products is REQUIRED prior to GoWISE USA authorizing the return of any product.

## **Regarding Purchase From 3rd Parties**

In order for the GoWISE USA customer service team to look up the warranty information regarding the product(s), the original order information and/or proof of purchase is required. Without this information GoWISE USA will be unable to move forward with providing a replacement under warranty, as we do not know the date or origin of the purchase. GoWISE USA does not have a working business relationship with 3rd party selling sites or services or individuals which are not listed below as one of our Authorized Retailers. GoWISE USA is not responsible for making inquiries to such 3rd parties for the purpose of obtaining documentation. It is the responsibility of the person(s) making the warranty claim to provide original documentation such as order information and/or a receipt so that customer service can process your request. Any claim made under GoWISE USA warranty guidelines must be made by original purchaser of the product(s). Any defective product will be replaced as long as the issues with the device fall within warranty guidelines.

### **Authorized Retailers**

- Amazon
- GoWISE USA (Amazon, Sears Marketplace)
- WayFair
- morningsave.com
- Houzz
- Home Depot