



### **Five Year Limited Warranty**

Great Northern Popcorn Company's popcorn machines are warranted to be free from defects in materials or workmanship for five years from the date of purchase. Within this period, Great Northern Popcorn Company will, at its sole discretion, repair or replace any components that fail during normal use.

This warranty does not apply to damage caused by abnormal or unreasonable use, including any repair or attempted repair by anyone other than a certified Great Northern Popcorn Company authorized service technician, use of replacement parts that are not OEM parts, in addition to incidental or consequential damages. Using this product for anything other than its original intended purpose or altering this product in any way will void this warranty.

There is a 30 day limited warranty on all consumable parts including kettles and/or light bulbs. All products are manufactured to ISO9000 standards.

If your popcorn machine has a manufacturer's defect covered by our warranty, we will either repair or replace it, at our option, without charge or refund.

Such repairs, or items deemed to be eligible for replacement, will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible for any shipping cost.

This warranty does not apply to: (a) cosmetic damage, such as scratches, nicks and dents; (b) consumable parts, such as kettles and light bulbs, unless product damage has occurred due to a defect in materials or workmanship; (c) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (d) damage caused by service performed by anyone who is not an authorized service provider of Great Northern Popcorn Company; or (e) damage to a product that has been modified or altered without the written permission of Great Northern Popcorn Company. In addition, Great Northern Popcorn Company reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country. The original purchaser who has provided proper proof of the original retail purchase and all other requested information is the holder of this warranty.

Repairs have a 90 day warranty. If the unit sent in is still under its original warranty, then the new warranty is 90 days or to the end of the original one year warranty, depending upon which is longer. Please note that repair costs and handling charges may apply if any issue was found to be the fault of the end user. Please be prepared to provide the unit's serial number (if applicable), your return shipping address and a daytime phone number and proof of purchase.

Great Northern Popcorn Company retains the exclusive right to repair or replace (with a new or newly-refurbished replacement machine or part) the product or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE THE SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL GREAT NORTHERN POPCORN COMPANY BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, WHETHER RESULTING FROM THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

To obtain warranty service, call Great Northern Popcorn Company (1-800-665-0728) for shipping instructions and an RMA tracking number. Securely pack the product, preferably in its original packaging, and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs and claims. Write the RMA tracking number clearly on the outside of the package. Send the machine, freight charges prepaid, to Great Northern Popcorn Company at:

9855 North Front St  
Mancelona, MI 49659

Products purchased through online auctions (this does not apply to purchases made on [www.greatnorthernpopcorn.com](http://www.greatnorthernpopcorn.com)) are not eligible for warranty coverage. Online auction receipts or confirmations are not accepted for warranty verification. An original or copy of the sales receipt from the original retailer is required. Great Northern Popcorn Company will not replace missing components from any package purchased through an online auction.