



Warranty Coverage

Product Group

- Maxx Cold

Retail Limited Warranty

THE LEGACY COMPANIES (TLC) warrants to each Retail Buyer that its products be free from defects in materials and workmanship for the period specified below. THE LEGACY COMPANIES obligation under this warranty shall be limited to repairing or replacing, at its option, any part or product found to be defective within the specified warranty period.

All Models– 1 Year Parts & 1 Year On-site Labor*

Notes:

* Warranty subject to verification by The Legacy Companies

Warranty Claims

Warranty claims can be made by calling **1-877-368-2797** during normal business hours between 8:30am and 5:30pm Eastern, Monday thru Friday excluding Weekends and Holidays. Emergency warranty service claims can be made after hours, weekends and holidays by dialing 1-877-368-2797 and following the automated prompts. **All claims must include:** make, model number, serial number, proof of purchase (dated receipt), date of installation, retail store where purchased and all pertinent information supporting the claim prior to the issuance of a warranty claim number. At the time of a warranty claim, should on-site service be necessary, a service company will be dispatched to the location to facilitate repairs covering labor (*during normal business hours, premium or overtime service is not included*) and travel up to 50 miles from location. If during the warranty event the on-site technician determines the issue to be the result of improper installation, misuse, abuse, or requires adjustments and/or calibration, the end user will become responsible for any charges brought forth by the service company. Should on-site service not be required, an RMA (*Return Merchandise Authorization*) may be issued. The issuance of an RMA requires the end user provide adequate packaging and shipping including the cost of freight to the Service Center for disposition. Should a replacement unit be necessary, it will be at the sole discretion of Management and a new or refurbished unit will be provided. The cost to repair or replace the item including the cost to ship the unit back to the end user will be covered as a part of the warranty.

Product Returns

Product returned without an RMA or to the retailer under the auspices of warranty, freight damage or other, prior to the review and authorization Management with the expectation of receiving a credit and/or payment for the same, is strictly prohibited and will become the sole responsibility of the party authorizing the transaction.

Warranty Exclusions

NO CONSEQUENTIAL DAMAGES: The manufacturer is not responsible for economic loss or special, indirect or consequential including without limitation; loss or damage arising from food or product spoilage claims, whether or not on account of product failure.

WARRANTY IS NOT TRANSFERABLE: This warranty is not transferable or assignable and applies only to the original verified purchaser.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR SERVICE: There are no other warranties statutory, expressed, or implied, except that which is specifically found on the website. These warranties are exclusive and in lieu of all other warranties including implied and merchantability or fitness of a particular purpose.

IMPROPER ELECTRICAL CONNECTIONS: The manufacturer is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the unit.

IMPROPER USAGE: The manufacturer assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain the product as set forth in the Owner's Manual provided with each unit.

CONSUMABLES: This warranty does not include and is not limited to items such as: plugs, lights, shelves, shelf clips, gaskets, door handles.

ADJUSTMENTS & CALIBRATIONS: Adjustments including calibrations, leveling, tightening of fasteners, or utility connections normally associated with the original installation are the responsibility of the retailer or installer and not the responsibility of the manufacturer.

CONSEQUENTIAL DAMAGES: This warranty does not cover any defect due to, or resulting from, ordinary wear and tear, handling, abuse, misuse, improper ventilation, or harsh chemical action, nor shall it extend to any product from which the serial number has been removed or altered, or modifications made by unauthorized service personnel or damage by flood, fire or other acts of God.

OUTSIDE NORTH AMERICA: This warranty does not apply to, and the manufacturer is not responsible for any warranty claims made on products sold or used outside North America and or any territories of the United States of America.

Warranty Grace Period

Warranty coverage begins on the date of purchase from the manufacturer. The manufacturer offers an additional six (6) months grace period for warranty coverage to allow for storage and warehousing until such product can be sold. This additional grace period does not extend the end user's warranty coverage. Exceptions to this policy will require authorization from the Manufacturer.

Disclaimer

The Manufacturer reserves the exclusive right to change or modify this warranty statement or any part herein at any time and without prior notice.