



WARRANTY
Ceramic Grills

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PART 1: REGISTRATION REQUIRED

A valid proof of purchase receipt showing both the name of your authorized retailer and the date of purchase will be required to make any future warranty claim on your Outlast grill, which must be registered within your first 30 calendar days of ownership.

For warranty claims in the United States and Canada, please contact us at warranty@outlastlife.com.

Other Countries and Territories:

Outside of the US and Canada, please contact the authorized retailer where you purchased your grill.

PART 2: BREAKAGE/ DAMAGE IN SHIPPING AND MISSING PARTS

The original purchaser must make any report of damage during shipping within seven (7) days of receipt.

PART 3: LIMITED LIFETIME WARRANTY TERMS AND CONDITIONS

DATE OF COVERAGE: Warranty coverage commences when an Outlast grill is purchased from an authorized retailer and registered at www.outlastlife.com by the original purchaser.

WARRANTY REGISTRATION: Your grill must be registered within 30 days of receipt.

CERAMIC COMPONENTS: Each Outlast ceramic grill used in a residential (non-commercial) application carries a Limited Lifetime Warranty. The grill will be free of defects in materials and workmanship on all ceramic components as long as the original purchaser owns the Outlast grill. The warranty is non-transferable.

METAL COMPONENTS: Metal, stainless steel and cast iron components of the grill carry a Limited Five (5) Year Structural Integrity Warranty to the original purchaser.

OTHER CERAMIC PRODUCTS: The Outlast® brand of ceramic pizza stones/heat deflectors carry a Limited Three

(3) Year Warranty. This warranty excludes damage or breakage from dropping, improper storage or misuse.

WOOD & COMPOSITE COMPONENTS: The wood and composite parts, thermometer, and gaskets are warranted to be free of defects in materials and workmanship for one (1) year beyond the date of registration by the original purchaser.

THERMOMETER & GASKETS: The dome thermometer and sealing gasket are warranted to be free of defects in material and workmanship for a period of one (1) year from the Warranty Registration date.

MISCELLANEOUS: Other Outlast branded products and accessories may carry separate warranties. Please check the specific item for details.

WHAT IS NOT COVERED: this warranty does not cover incidental losses or accidental damage or breakage, or any damage caused by:

- Transporting the grill or any of its components or accessories;
- Dropping or other impacts;
- Improper assembly;
- Modifications and/ or alterations;
- Negligence, abuse, improper care, or alternative uses;
- Normal wear and tear;
- Natural disasters of any kind;
- Improper placement during use, including supporting the grill by any means other than the included stand or similar Outlast branded support structure, or using Table Top models on any surface other than a stationary, level, non-combustible surface;
- Scratches, dents, chips, fading or minor cosmetic 'crazing' of the exterior glaze as may occur during use, which do not affect the performance or structural integrity of the grill.

WARRANTY CLAIMS: Original Outlast grill parts that are found to have defects in materials or workmanship, and are covered under a registered warranty, will be replaced or repaired at no cost to the purchaser, subject to the terms and conditions of this warranty. Repair or replacement shall be at the sole discretion of Outlast. In order for our warranty claim to be approved, the following conditions must be met:

- You must have purchased the product from an Outlast authorized retailer;
- A copy of the original purchase receipt (cell phone picture);
- An accurate description of the defect;
- Visual evidence of the defect (cell phone picture);
- You must return the product to Outlast; and
- You must have used the product only as intended and in accordance with the product's care instructions.

SHIPPING AND DELIVERY CHARGES: Outlast shall not be liable for shipping, delivery, labor, packaging or other costs, nor any taxes resulting from any warranty claim, service, repair or return, unless so authorized in advance in writing by an Outlast company representative.

VOIDING THE WARRANTY: Any modification or alteration to an Outlast grill will void the warranty.

DELAY OR DEFAULT: Outlast shall not be liable for any delay or default in its performance of this warranty caused by any events beyond its direct control, including, without limitation; acts of God, war, government restrictions or restraints, strikes, fire, floods, transportation delays or reduced supply of parts and materials.

LIMITATIONS: This Limited Warranty is non-transferable. OUTLAST GRILLS AND RELATED PRODUCTS PURCHASED FROM UNAUTHORIZED RETAILERS OR THIRD PARTIES ARE NOT COVERED UNDER THIS WARRANTY.