

NutriChef

Our Simple And Easy Warranty Process

All of our products are backed by a 1-year comprehensive warranty with the promise of “If we can’t fix it we will replace it”

The best way to initiate a warranty claim is to speak with one of our customer support representatives either through email or phone. We will initially try to resolve the problem over the with a little troubleshooting and If we cannot resolve it over phone/email, we will then initiate a warranty claim.

This is a simple process where we will email you warranty documents that include our shipping address and a few details to fill out, make sure to print out those documents and include them with your return item along with your invoice.

To make the process even easier for our customers we will cover the return shipping of any item(s) within 180 days of the purchase date. (This excludes Hawaii, Alaska & Canada)

What we cover

Any defect with our products due to material and or workmanship. Here are some examples; Bluetooth speakers are no longer able to pair, wine coolers no longer cools or amplifiers no longer powers on.

What we Do Not cover

Any defect brought on due to misuse and or accidental handling. For example accidental falls and liquid spills.

Shipping

Please make sure to **pack your unit well with lots of padding** for the trip to our repair center. We are not responsible for any damage incurred during shipping. Depending on the severity of the damage we may not be able to repair your unit or you may be subject to a repair fee to fix the damage.

Turnaround time

Our usual turnaround time is **4-6 weeks** from the time your unit is delivered to our warehouse.
We always aim to have the unit returned to you as fast as possible.

You can reach us at **[Support@NutriChef .com](mailto:Support@NutriChef.com)**