

Warranty

How long is the warranty term?

1 year from the date of purchased as printed on your receipt.

What is not cover with warranty?

- Inbound shipping fee (From your home to repair facility)
- Non-Electric products
- Consumption parts:
- Rice cooker: Inner pan, Inner lid, Gaskets, Steam vent cap, Dew collector, Detachable power cord and other non Electric parts.
- Water heater: Gaskets, Bellows, Lid, and Power cord
- Electric Grill pan: Deep pan, BBQ pan, glass lid and knob.

How to use warranty benefit./ How do I receive service?

You must have purchase receipt or gift receipt to receive warranty benefit.

Receipt must shown the date of purchase, name of the store and item. Refer to the detail "Term and Condition" page on the warranty registration.

My warranty is expired... I need service... What Can I do?

We repair the unit with fees. [Contact customer service](#) for further assistance.

I purchased within a year but I lost my receipt. Do I still get warranty benefit?

Unfortunately, you do not receive warranty benefit without proper documentation. (Read warranty registration web page). Return shipping fee and labor fee apply to your case. [Contact customer service](#) for detail.

I receive the unit as a gift. I do not have proof of purchase, what can I do?

Unfortunately, you do not receive warranty benefit without proper documentation. (Read warranty registration web page). Return shipping fee and labor fee apply to your case. [Contact customer service](#) for detail.

Website: <https://usa.tiger-corporation.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.