

Zulay Kitchen Limited Written Warranty Terms

At Zulay Kitchen, we stand behind the quality of our products and are committed to helping customers when a product does not perform as intended. The Kitchen Happiness® Warranty is the customer-facing name for the limited written warranty terms described in this Policy.

If an eligible product is advertised as including a “Lifetime Warranty,” “Lifetime Guarantee,” or similar lifetime coverage, that statement refers to the **Zulay Kitchen Limited Lifetime Warranty** described in this Policy. “Lifetime” means the lifetime of the original purchaser, subject to all eligibility requirements, coverage terms, exclusions, remedy limits, claim requirements, and shipping and handling responsibilities below.

This Limited Warranty covers qualifying defects in materials or workmanship. It is not an unconditional satisfaction guarantee and is separate from any return policy that may apply when a customer changes their mind or is dissatisfied with a non-defective product.

1. Warrantor

This Limited Warranty is provided by:

Zulay, LLC

800 Druid Road East

Clearwater, Florida 33756

www.zulaykitchen.com/contact-us

2. Who and What Is Eligible

Except for the separate coverage expressly provided below for eligible used, open-box, or refurbished products, this Limited Warranty applies only when all of the following conditions are satisfied:

- The product was purchased new for personal or household use.
- Zulay Kitchen was the seller of record, whether the purchase was made through ZulayKitchen.com or through an online marketplace and fulfilled or shipped by that marketplace.
- The product was originally purchased for delivery to, and warranty service is requested within, the United States.
- The claimant is the original purchaser or, if the product was purchased as a gift, the first recipient of the new product.
- The claimant provides proof of an eligible original purchase, such as a receipt, order confirmation, or verifiable order number.

Product registration is optional and is not required for warranty coverage.

For purposes of this Policy, the “Covered Owner” is the original purchaser or, if the product was purchased new as a gift, the first gift recipient. For a gift, the warranty period begins on the original purchase date. Coverage extends only to the first gift recipient and is otherwise non-transferable. A gift, resale, or other transfer does not create, restart, or extend coverage. All claims and remedies remain associated with the original order and product.

3. Warranty Periods

All warranty periods begin on the verified original purchase date.

Limited Lifetime Warranty

An eligible new product advertised as including a “Lifetime Warranty,” “Lifetime Guarantee,” or similar lifetime coverage is covered for qualifying defects during the lifetime of the Covered Owner, subject to this Policy. “Lifetime” refers to the lifetime of that person—not the product’s expected useful life or an unlimited period—and does not restart upon a gift, resale, replacement, or other transfer. The Limited Lifetime Warranty applies to the original eligible product and includes no more than one complete replacement unit, refund, or equivalent full-value remedy for the original purchase. Replacement parts supplied under this Policy do not, by themselves, use or close the one-time complete-unit remedy.

Products With a Stated Fixed Warranty Period

If an eligible product’s listing, packaging, manual, or accompanying warranty documentation states a specific warranty period, such as one year or three years, that stated period applies instead of the Limited Lifetime Warranty.

Magia Coffee and Espresso Machines - Limited One-Year Warranty

All eligible new Magia coffee and espresso machines are covered for one year from the verified original purchase date. The Magia-specific repair and replacement provisions in Section 7 apply.

Used, Open-Box, and Refurbished Products - Limited 30-Day Warranty

A used, open-box, or refurbished product sold directly by Zulay Kitchen is covered for 30 days from the verified original purchase date. This coverage applies only to functional defects that were not disclosed in the product’s condition description before purchase. It does not cover cosmetic wear, scratches, discoloration, missing original packaging, or any other condition disclosed before purchase.

Used, open-box, or refurbished products sold by third parties are not covered by a Zulay Kitchen warranty.

4. What Is Covered

Subject to this Policy, Zulay Kitchen warrants that an eligible product will be free from defects in materials and workmanship under normal personal or household use during the applicable warranty period.

Cosmetic defects caused by materials or workmanship, such as a materially defective finish, coating, color application, dent, crack, or other visible manufacturing flaw, are covered only when reported within 30 days of the original purchase date.

Disposable or replaceable batteries are not covered. A defect in a built-in rechargeable battery may be covered during the product’s applicable warranty period, but normal reduction in battery capacity over time is normal wear and tear and is not covered.

5. What Is Not Covered

This Limited Warranty does not cover:

- Normal wear and tear, including the gradual deterioration of appearance or performance through ordinary use.
- Cosmetic conditions reported more than 30 days after the original purchase date, unless the condition also causes a separately covered functional defect.
- Scratches, stains, fading, discoloration, dents, finish deterioration, or other appearance changes caused by use, cleaning, storage, accidents, or wear.
- Accidents, drops, impacts, fire, water damage, or other external causes.
- Misuse, abuse, neglect, improper storage, or use contrary to product instructions.

- Failure to clean, maintain, or descale the product as directed in the applicable care, operating, or maintenance instructions.
- Commercial, rental, institutional, or restaurant use.
- Unauthorized repairs, alterations, or modifications.
- Damage caused by incompatible parts, accessories, power supplies, electrical voltage, batteries, or consumables.
- Loss, theft, or a product that has been discarded or is unavailable for reasonable claim verification.
- Products purchased from third-party marketplace sellers, unauthorized resellers, or physical retail stores.
- Used, open-box, or refurbished products, except for the Limited 30-Day Warranty expressly provided in Section 3.
- Clearance or final-sale products expressly identified before purchase as not eligible for warranty coverage.
- Purchases made for delivery outside the United States or requests for warranty service outside the United States.

An exclusion based on misuse, neglect, maintenance, care, modification, or another external cause applies when that condition caused or materially contributed to the claimed problem.

6. Remedies for Products Other Than Magia Machines

For an approved claim, Zulay Kitchen may provide one or more replacement parts where a part can reasonably address the covered defect. Supplying a replacement part does not use or close the one-time complete-unit remedy. Zulay Kitchen may provide additional replacement parts when a recurring issue is confirmed as a covered defect. Parts required because of normal wear and tear are not covered and may be available for purchase.

If a replacement part will not reasonably address the covered defect, Zulay Kitchen may replace the product one time with the same or a reasonably comparable product. A complete replacement unit is limited to one per original eligible purchase.

At the customer's request, Zulay Kitchen may permit the customer to apply the approved replacement value toward a higher-priced model. The customer must pay the disclosed price difference and any applicable shipping and handling. An upgrade is optional, subject to availability, and does not increase or restart the original warranty coverage.

If the same product, color, or model is unavailable, Zulay Kitchen may first offer a reasonably comparable replacement, the option to wait for restocking, or store credit equal to the verified amount paid for the covered product. The customer is not required to accept a different color, model, or store credit. If no acceptable replacement or store-credit resolution is agreed upon, Zulay Kitchen will refund the verified amount paid for the covered product, less any previous refund, credit, or adjustment.

Once Zulay Kitchen provides a complete replacement unit, refund, or equivalent full-value remedy, the Limited Lifetime Warranty for the original purchase is fulfilled and ends. If a replacement unit arrives damaged, defective, or incorrect, the customer must notify Zulay Kitchen within 30 days after delivery. Zulay Kitchen will correct an approved unsuccessful replacement without treating the correction as a second complete-unit warranty remedy.

7. Magia Repair and Replacement Terms

A Magia warranty claim must be submitted within one year of the verified original purchase date. For an approved claim submitted within that period, Zulay Kitchen will provide covered parts and labor for as many qualifying repairs as are reasonably necessary, even if the warranty period expires while an approved repair is in progress.

If the same covered issue persists after a repaired machine is returned, the customer must notify Zulay Kitchen within 30 days after receiving the repaired machine. If the follow-up claim is approved, Zulay Kitchen will continue addressing that issue without an additional charge for covered parts or labor. Applicable shipping and handling charges remain the customer's responsibility as provided in Section 8.

If Zulay Kitchen determines that a covered Magia machine cannot reasonably be repaired, Zulay Kitchen may replace it with a tested refurbished Magia machine of the same or a reasonably comparable model. The refurbished replacement may not include original retail packaging. The replacement remains covered for the remainder of the original one-year warranty or 30 days after the customer receives it, whichever is longer. The original one-year warranty does not restart.

If no suitable refurbished replacement is available, Zulay Kitchen may offer the option to wait for availability, receive a reasonably comparable model, or accept store credit equal to the verified amount paid for the covered machine. If none of those options is acceptable, Zulay Kitchen will refund the verified amount paid, less any previous refund, credit, or adjustment.

After the one-year warranty expires, paid repair service may be available. The repair fee and applicable shipping and handling charges will be disclosed for approval before service begins. If the same issue persists following a paid post-warranty repair, the customer must notify Zulay Kitchen within 30 days after receiving the repaired machine. For an approved follow-up, Zulay Kitchen will correct the same repaired issue without another charge for covered parts or labor. The customer remains responsible for shipping and handling.

8. Shipping and Handling

For an approved warranty claim submitted within 30 days of the original purchase date, Zulay Kitchen will cover standard shipping and handling associated with the approved remedy.

For claims submitted more than 30 days after the original purchase date, the customer is responsible for applicable shipping and handling charges associated with a replacement product, replacement part, inspection, or repair. The charge will be disclosed to the customer for approval before the remedy is processed.

Defective products other than Magia machines generally do not need to be returned unless Zulay Kitchen determines that a return is reasonably necessary to evaluate or complete the claim. Magia machines may be required to be shipped to Zulay Kitchen for inspection or repair. For a Magia claim made more than 30 days after the original purchase date, the customer is responsible for shipping and handling in both directions.

Zulay Kitchen may voluntarily waive shipping and handling charges or provide another customer-service accommodation. A discretionary accommodation does not modify this Policy or create an obligation to provide the same accommodation in another claim.

9. How to Make a Claim

To request warranty service:

1. Visit www.zulaykitchen.com/contact-us and submit a warranty request. A customer who initially contacts Zulay Kitchen by telephone may be directed to the online claim portal or email to provide the information needed to evaluate the claim.
2. Provide proof of the eligible original purchase, the product name or model, and a description of the problem.
3. If reasonably needed to evaluate the claim, Zulay Kitchen may direct the customer to its online claim portal or request photographs, video, serial numbers, or other relevant product information by email.
4. Follow any reasonable product-inspection, troubleshooting, shipping, or return instructions provided for the approved claim.

Photographs or video are encouraged when they can show the issue, but additional evidence may not be required when the reported condition is a known or readily verifiable issue. If an issue cannot reasonably be documented through photographs or video, Zulay Kitchen may use another reasonable verification method.

Zulay Kitchen may inspect the product or request troubleshooting reasonably related to the claimed defect before approving a remedy. Do not send a product to Zulay Kitchen without receiving instructions or authorization.

10. Returns Based on Preference or Dissatisfaction

A return based on preference, color choice, or dissatisfaction with a non-defective product is not a warranty claim. Such returns are governed by the return policy of the sales channel through which the product was purchased. Marketplace-specific requirements may differ. Visit Zulay Kitchen's Returns & Refunds Policy or contact customer service for assistance.

11. Escalation and Additional Review

If you believe your warranty claim was not handled in accordance with this Policy, you were unable to complete the claim or remedy process described above, or your concern requires additional review after working with customer service, you may request escalation by emailing escalations@zulaykitchen.com.

Please include your name, contact information, order number or proof of purchase, product name or model, any existing claim or ticket number, and a brief explanation of the issue and the assistance you are requesting. An escalation representative will review the prior handling of the matter and may contact you for additional information.

An escalation provides an additional review of the claim but does not guarantee a different outcome, expand the coverage provided by this Limited Warranty, or override its eligibility requirements and exclusions. Nothing in this escalation process limits any rights or remedies available under applicable law.

12. Limitation of Liability

To the maximum extent permitted by applicable law, Zulay, LLC is not liable under this Limited Warranty for incidental, indirect, special, or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

13. State-Law Rights

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No provision of this Policy limits or excludes any right or remedy that cannot be limited or excluded under applicable law.