

# WARRANTY

## **5-Year Full Machine Warranty**

### **1. PRODUCT REGISTRATION.**

Vita-Mix® Corporation (“Vitamix”) strongly encourages you to register your purchase. You can register online at [vitamix.com/warranty](http://vitamix.com/warranty); or by calling our Customer Service Department at 1.800.848.2649 or 1.440.235.4840. Failure to register your product purchase will not diminish your warranty rights.

However, registering your purchase will allow Vitamix to better serve you with any of your customer service needs.

### **2. WHO CAN SEEK WARRANTY COVERAGE.**

This Warranty is extended by Vitamix to the owner of this Machine for personal household use only. This Warranty does not apply to products used for commercial, rental or re-sale purposes. Should ownership of the machine change during the 5-year period, please update the Machine’s owner information at [vitamix.com/warranty](http://vitamix.com/warranty).

### **3. WHAT IS COVERED.**

Vitamix warrants to the owner that if this Machine (a “Machine” consists of a motor blender base and any containers purchased together) fails within 5 years from the date of purchase due to a defect in material or workmanship or as a result of normal wear and tear from ordinary household use, Vitamix will, within 30 days of receipt of the returned product, repair the failed Machine or component part of the Machine free of charge.

If, in Vitamix’s sole discretion, the failed Machine or component part of the Machine cannot be repaired, Vitamix will elect to either (A) replace the Machine free of charge or (B) refund the full purchase price to the owner, unless Vitamix receives prior written notice of the owner’s preference.

### **4. WHAT IS NOT COVERED.**

This Warranty does not apply to Machines that have been used commercially or in non-household applications. This Warranty does not cover cosmetic changes that do not affect performance, such as discoloration or the effects of the use of abrasives or cleaners or food build up. This Warranty is only valid if the Machine is used and maintained in accordance with the instructions, warnings and safeguards contained in the owner’s manual.

Vitamix will not be responsible for the cost of any unauthorized warranty repairs.

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**REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE ARE THE EXCLUSIVE REMEDIES OF PURCHASER AND THE SOLE LIABILITY OF VITAMIX UNDER THIS WARRANTY. NO EMPLOYEE OR REPRESENTATIVE OF VITAMIX IS AUTHORIZED TO MAKE ANY ADDITIONAL WARRANTY OR ANY MODIFICATION TO THIS WARRANTY WHICH MAY BE BINDING UPON VITAMIX. ACCORDINGLY, PURCHASER SHOULD NOT RELY UPON ANY ADDITIONAL STATEMENTS MADE BY ANY EMPLOYEE OR REPRESENTATIVE OF VITAMIX. IN NO EVENT, WHETHER BASED ON CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, SHALL VITAMIX BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT OR REVENUE.**

Some states do not allow limits on warranties. In such states, the above limitations may not apply to you. Outside the U.S.A. and Canada, other warranties may apply.

## **5. WHAT VOIDS THIS WARRANTY.**

Abuse, misuse, negligent use, alteration of the Machine, exposure to abnormal or extreme conditions, or failure to follow the operating instructions will void this Warranty.

The Warranty is also void if repairs to the Machine or any component part of the Machine are performed by someone other than either Vitamix or an authorized Vitamix Service Provider or if any component part of a Machine subject to this Warranty is used in combination with a motor base or container that is not expressly authorized by Vitamix.

## **6. HOW TO OBTAIN RETURN AUTHORIZATION UNDER THIS WARRANTY.**

In the event that the Machine or any component part of the Machine needs service or repair, please call Vitamix Customer Service at 1.800.848.2649 or 1.440.235.4840. You will be asked to provide a date of purchase and proof of purchase for any product that has not been registered with Vitamix. For product subject to this Warranty you will be provided with a return authorization number, up-to-date shipping instructions and a pre-paid return pick up label. Vitamix will pay standard shipping costs on the return of a Machine or component part for warranty service and repair and for return shipment of the product to you after the warranty repair or replacement. Purchaser is responsible for the costs of special shipping requests.

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Within the U.S.A. and Canada, this Warranty is honored directly through the Vita-Mix® Corporation.

**United States**

Vita-Mix® Corporation  
8615 Usher Road  
Cleveland, Ohio 44138-2199  
1.800.848.2649  
service@vitamix.com

**Canada**

Vita-Mix® Corporation  
200-1701 Shepherd Street East  
Windsor, Ontario N8Y 4Y5  
1.800.848.2649  
service@vitamix.com

You will be deemed to have accepted the returned product “as is” upon delivery unless you notify Vitamix of any problem, including shipment damage, within 48 hours of delivery.

**SPECIAL INTERNATIONAL INSTRUCTIONS**

If a machine was purchased within the U.S.A. or Canada, but is currently outside the U.S.A. or Canada, all shipping and resulting taxes and duties are at the owner’s expense.

Call +1.440.235.4840 or email service@vitamix.com for more details.