

WARRANTY & SERVICE

CONDITIONS OF WARRANTY

The Ceramic series by Louisiana Grills, manufactured by Dansons Inc., carries a Limited Lifetime Warranty from the date of sale by the original owner only.

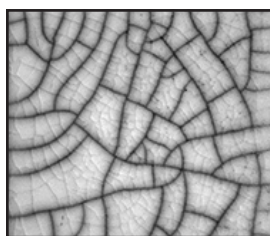
The warranty coverage begins on the original date of purchase and proof of date of purchase, or copy of original bill of sale, is required to validate the warranty.

CERAMIC PARTS

Dansons carries a Limited Lifetime Warranty on all ceramic parts used to manufacture the ceramic charcoal barbecue. Dansons warrants that all part(s) are free of defects in material and workmanship, for the length of use and ownership of the original purchaser.

Warranty does not cover damage from wear and tear, such as scratches, dents, dings, chips or minor cosmetic cracks. These aesthetic changes of the grill do not affect its performance.

Upon close inspection, the finish of your ceramic charcoal barbecue may appear to have crack lines. This is not cracking of the ceramic. This is known as crazing and is caused by the different expansion rates between the glaze finish and the clay.



The spider-web pattern of cracking is different from a break in the aspect that it cannot be felt on the surface, unless using a fingernail; however, it does become more visually apparent when the surface is dusty or magnified. While these may appear as imperfections, crazing does not affect the performance or life span of your ceramic charcoal barbecue; therefore, not a warranty issue. The process of crazing effectively increases the toughness of the unit.

During the term of the limited warranty, Dansons' obligation shall be limited to furnishing a replacement for covered, failed components, F.O.B. point of shipment.

METAL & CAST-IRON PARTS

Dansons carries a five year warranty on all metal and cast iron parts used to manufacture the ceramic charcoal barbecue. Dansons warrants that all part(s) are free of defects in material and workmanship, for the length of use and ownership of the original purchaser.

High temperatures, excessive humidity, chlorine, industrial fumes, chemicals, fertilizers, lawn pesticides and salt are some of the substances that can affect metal parts. For these reasons, the warranty **does not cover rust or oxidization**.

Kindly refer to your manual for proper cleaning and maintenance of your ceramic charcoal barbecue. Dansons recommends that you

purchase a full-length protective cover, and to cover your grill when not in use. Even with these safeguards, the ceramic charcoal barbecue can be compromised by various substances and conditions beyond Dansons' control.

WOOD PARTS

Dansons carries a one year warranty on all wood and composite components used to manufacture the ceramic charcoal barbecue. Warranty does not cover cosmetic or color changes, weathering or cracks, unless there is a loss of structural integrity. Refer to your Instruction Manual's section for proper care of wood products.

Warranty does not cover damage from wear and tear, such as scratches, dents, dings, chips or minor cosmetic cracks. These aesthetic changes of the grill do not affect its performance.

THERMOMETER

Dansons carries a one year warranty on the temperature gauge used to manufacture the ceramic charcoal barbecue. Warranty does not cover rust, oxidation, or other blemishes, due to lack of cleaning or maintenance.

CASTER WHEELS

Dansons carries a one year warranty on the castor wheels used to manufacture the ceramic charcoal barbecue. Warranty does not cover rust, oxidation, or other blemishes, due to lack of cleaning or maintenance.

VOID OF WARRANTY

The use or abuse of this product for purposes other than that for which it is designed will void the warranty.

Damage caused by lack of proper use, assembly, maintenance or installation is not covered. The pouring of lighter fluid or other liquids on your grill will void this warranty. This could result in damage or serious injury to the user of the ceramic charcoal barbecue, and result in excessive damage to the grill and its many parts and components.

This warranty is only applicable if the ceramic charcoal barbecue is purchased through an authorized dealer. The purchase of any product by a third party, or unauthorized dealer, voids the warranty. Only select dealers and retailers have permission, by Dansons, to sell Ceramic series products.

WARRANTY EXEMPTIONS

This warranty is based on normal and domestic use and service of the product. Damages or breakage caused by accidents, natural disasters, unauthorized attachments or modifications, or damage during transport are also not covered.

Warranty does not cover damage from wear and tear, such as

scratches, dents, dings, chips or minor cosmetic cracks. These aesthetic changes of the grill do not affect its performance.

This limited lifetime warranty gives you specific legal rights and you may have other rights, which vary based on locale.

Neither the manufacturer nor the suppliers to the purchaser accept responsibility, legal or otherwise, for the incidental or consequential damage to the property or persons resulting from the use of this product. This warranty will not apply if your appliance has not been installed, operated, cleaned and maintained in strict accordance with the manual's instructions. Burning poor or low-quality charcoal may void the warranty.

All warranties by manufacturer are set forth herein and no claim shall be made against manufacturer on any oral warranty or representation. Whether a claim is made against the manufacturer based on the breach of this warranty or any other type of warranty expressed or implied by law, manufacturer shall in no event be liable for any special, indirect, consequential or other damages of any nature whatsoever in excess of the original purchase price of this product.

Some locales do not allow the exclusion or limitation of incidental or consequential damages, or limitations of implied warranties, so the limitations or exclusions set forth in this warranty may not apply to you.

Dansons does not authorize any person or representative to assume for Dansons any obligation or liability in connection with the sale of the ceramic charcoal barbecue. This means that no warranties, either expressed or implied, are extended to persons who purchase the product from any one other than Dansons or an authorized Dansons Dealer.

As long as it is within the warranty period, Dansons will not charge for repair or replacement for parts returned, freight prepaid, if the part(s) are found by Dansons to be defective upon examination.

Dansons shall not be liable for transportation charges, labour costs, or export duties. Except as provided in this paragraph, repair or replacement of parts, in the manner and for the period of time stipulated hereunder, shall constitute the fulfillment of all direct and derivate liabilities and obligations from Dansons to you.

AUSTRALIA

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

SERVICE & RETURN POLICY

Dansons Inc. stands behind our authorized dealers. We strongly suggest that should you require any parts or service, that you talk

with your local dealer. Many dealers do stock parts and are trained to repair your grill.

For service, repair or replacement of your in-warranty parts, please be prepared to supply the following information:

1. Copy of the bill of sale.
2. Purchaser's name, date of purchase, and model number of the ceramic charcoal barbecue purchased.
3. An accurate description of the problem.

If for any reason, you do not have a local dealer, Dansons Inc. is proud to offer the best technical and sales support in the industry.

This limited warranty gives you specific legal rights and you may have other rights, which vary based on locale.

ORDERING REPLACEMENT PARTS

To order replacement parts, please contact your local Louisiana Grills dealer or visit our online store at:

www.louisiana-grills.com/store

ORDERING ACCESSORIES, SPICES & RUBS

To order ceramic barbecue accessories, spices and rubs, please contact your local Louisiana Grills dealer or visit our online store at:

www.louisiana-grills.com/store

CONTACT CUSTOMER SERVICE

Our Louisiana Grills Customer Service department is available Monday to Friday 8 am – 5pm MST.

**Contact Louisiana Grills Customer Service
(English/French)**

service@louisiana-grills.com

TOLL FREE: 1-877-303-3134

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