

Saffire Grill Co.
1102 10th St.
Rockford, IL 61104

Kamado Gourmet

Ceramic Grill and Smoker

815-967-4100
Contact@KamadoGourmet.com

LIMITED LIFETIME WARRANTY

The parts listed below are warranted as follows, for the period of time specified*;

Original owner is entitled to free replacement (excluding possible shipping charges) of any part listed below that fails to operate properly under normal usage due to manufacturing defects. This does not cover damage due to forces of nature, natural disasters, theft, operator error, abusive over-firing or accidental damage. Some of this is covered in the “Half-Price Warranty” below.

The “Reimbursement Procedure” (below) must be followed for a warranty claim and reimbursement.

EXCEPTION: The use of lighter fluid inside the Saffire Grill is detrimental to the ceramics and good food flavor. If used, it will void the warranty.

Covered Product: Kamado Gourmet (models KGUB19-CGBP & KGUB19-CGCP):

Lifetime: Ceramic dome, ceramic base, firebox brick and metal firebox shell.

5 years: Cart and metal parts unless otherwise specified below.

1 year: Cast iron fire-grate, basket-grate, ash pan, thermometer, gasket, metal and ceramic accessory parts..

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Lifetime ½ Price Warranty for All Grills – All Circumstances

Original owner is entitled to replacement parts at one half (50% off) the current Suggested Retail Price for any lifetime warranted part, listed above, that fails to perform properly. This **includes** parts damaged by operator error, accidental damage, forces of nature and natural disasters. Original owner must still be in possession of the grill and follow the reimbursement procedure listed below to receive the benefits of this warranty. The provision of this warranty may be withdrawn by the dealer or Saffire Grill Co. due to abusive use of grill, mishandling, over firing or inordinate number of recurrent claims.

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Reimbursement Procedure

To receive reimbursement of warranty parts Contact Saffire Grill Co.

the following information must be provided:

- a. Serial number (located on the box or grill hinge)
- b. Sales receipt (if warranty registration was not filed)
- c. Photos with explicit detail of the grill and failed part are acceptable if approved by the dealer and/or Saffire Grill Company.

In lieu of photos, the actual grill or failed part must be presented.

(Transportation may be the customer’s responsibility as determined by Saffire Grill Co.)

Saffire warranty does not cover shipping, labor, or installation expenses for the grill or parts.

Saffire Grill Co. reserves the right to determine the validity of any claim.