

Warranty Information

RICE COOKER AND WARMER LIMITED WARRANTY Town Food Service Equipment Co., Inc. (Town) warrants its rice cookers to be free of defects in materials and workmanship, subject to the terms specified below. This warranty is limited to parts replacement and does not include any labor allowance. Any service charges or charges for parts replacement are your responsibility. Town warrants gas RiceMaster to be free of defects in materials or workmanship for a period of six months. Commercial electric RiceMaster is warranted for a period of two years. Household rice cookers not used for commercial applications and rice warmers are warranted for a period of six months. The warranty period for all electric and gas rice cookers shall commence at time of shipment from Town. The warranty period may be extended, at Town's option, if proof of installation (specifying model and serial number) at a later date, but in no case shall warranty be extended beyond nine months after date of shipment from Town. Parts and labor are covered for the warranty period for properly packed units returned to Town prepaid. Town cannot be responsible for shipping damages to any unit returned with improper packaging. Parts that have failed due to defective materials or workmanship will be replaced at no charge. Units repaired under warranty will be returned freight prepaid. Warranty for the new parts will be for the remainder of the original warranty period. Freight will be added to the invoice for nonwarranty repairs. There will be no credit for defective units returned. Customers are requested to clean units before returning them for service. Units returned in abused or unsanitary condition will not be serviced without the customer's consent to pay an appropriate labor charge for labor to clean and repair the rice cooker. If the customer does not agree, the unit will be returned without cleaning or repair. This warranty does not cover any failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, improper installation or improper maintenance or service. Town does not authorize any person or company to assume on its behalf any obligation or liability in connection with this unit in any manner whatsoever. If warranty service becomes necessary, bring the unit to the dealer where the rice cooker was purchased. Request them to carefully pack the unit. Be sure to insulate the enamel jacket from the rice pot. For gas units, if the pot is allowed to contact the enamel jacket during shipment it will become chipped. If the base is not properly packed it may become dented. Town will charge for repairs to units returned and damaged due to abuse for any reason. Electric units must also be carefully packed to avoid damage during shipment. The returning agency is entitled to request from the purchaser the costs of shipping and handling charges to return the unit. Before any unit is returned, call Town at (718) 388-5650 and request a Return Goods Authorization (RGA). Be advised this RGA is only authorization to return your unit for evaluation. No credit of any kind may be taken arising from an RGA. Your unit will be inspected to verify the difficulty for which it was returned. Once the difficulty is verified, it will be repaired and the unit returned at no charge if due to faulty materials and/or workmanship. If defective for any other reason, the unit will be repaired and the customer charged for the cost of the labor and materials for the repair plus return delivery costs.