



2010 Warranty Guidelines

Building strong customer relationships at the retail level is an important part of your dealer's commitment; handling warranty issues is the responsibility of the dealer. Please encourage your dealers to handle warranty issues in store; this will generate good will and repeat sales from customers. Dealers in your territory should contact you if they have warranty questions or parts requests. If you are unsure of the answer to a warranty question you may contact Lisa Dunnam, Office Manager @ 561-932-1800.

We will send parts as needed to replace the items requested on your warranty forms; warranty parts replacement will **no longer be reimbursed by credit memo. The customer is responsible for any shipping costs if these items are sent to you separately.** All parts requests must come within the calendar year that they were warranted.

The ceramic components of the Big Green Egg carry a lifetime warranty to the **original purchaser whose name appears on the purchase invoice, and who has registered their warranty with the offices of Big Green Egg.** The warranty does not apply to **damage** caused by improper assembly, misuse, accidents, commercial use, mechanical alterations, negligence, improper care, natural or accidental disasters, nor to the gasket or a Big Green Egg temperature gauge. The Big Green Egg does not extend its warranty to chips or cracks of the exterior glaze, which may have occurred after the Egg was delivered to the dealer or distributor.

All other products are covered for one year under normal use.

Warranty Parts Guidelines

All original ceramic parts for egg, including cast iron fire grates, are lifetime warranty.

The warranty on the metal band and draft door is **limited to five years, and does not cover rust or oxidation** unless there is a loss of structural integrity. Bands and nests are 5 years warranty.

Pictures are required for **all** domes and bases (no exceptions) to be considered for warranty by Big Green Egg. Pictures may be requested for other claims as well.

