

5 YEARS LIMITED WARRANTY CERTIFICATE |

BBQ01SS-BBQ03SS-BBQ05SS-BBQ01SSB-BBQ02SS-BBQ03SSB-BBQ05SSB-BBQ06SS-BBQ08SS-BBQ26SS-BBQ28SS-BBQ04SS-BBQ23SS-BBQ24SS-BBQ25SS

Tagwood BBQ warrants these products for a period of (5) years against deficiencies in material and/or manufacture defect, from the date of issuance of the purchase invoice. This LIMITED WARRANTY does not cover products that are improperly used, abused, altered, or repaired. This warranty excludes all incidental or consequential damages and any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial. This warranty does not include also normal wear and tear, dissatisfaction due to buyer's remorse, rust, corrosion, scratches, oxidation, dents or any part discoloration by heat. The LIMITED WARRANTY covers manufacturing, material, and parts defects after proper verification by authorized technicians. The warranty will be void if the product suffers damages resulting from accidents, improper assembly, improper use, carelessness, action of corrosive agents, excessive load, ignorance of the instructions contained in the instruction manual or for presenting signs of having been repaired by non-authorized personnel. Deficient products or parts that are covered by this policy will be replaced or repaired. This warranty is non-transferable and valid only with the presentation of the purchase invoice. This product may undergo technical design modifications without prior notice from manufacturer. The importer assumes no responsibility for personal or property damage that could be caused by improper installation or use of the product, including lack of maintenance in the latter.

Tagwood BBQ reserves the right to inspect and assess the product before honoring the warranty and to invalidate the warranty if it is concluded that the claim was not valid. Tagwood BBQ will cover any shipping charge for the delivery of warranted parts. Labor or any other costs or expenses related to the re-installation of a warranted part, and such expenses are not covered by this warranty.

WARNING: Some discoloration will occur on some parts of the grill due to the extreme heat. The company consider this a normal wear and tear and will not be responsible for its cleaning.

If you believe that your product meets the criteria for warranty replacement, please follow this procedure:

- 1) Take a picture of the damaged part.
- 2) Take a picture of the invoice.
- 3) Locate the serial number under the table.
- 4) Send both pictures (damaged part & invoice) and serial number to info@tagwoodbbq.com with the subject warranty.
- 5) Please include a phone number we can contact you.
- 6) We will contact you 48 hrs after receiving the email to explain how to proceed.

3 YEARS LIMITED WARRANTY CERTIFICATE | BBQ02SI - BBQ03SI - BBQ09SS - BBQ07SS

Tagwood BBQ warrants these products for a period of (3) years against deficiencies in material and/or manufacture defect, from the date of issuance of the purchase invoice. This LIMITED WARRANTY does not cover products that are improperly used, abused, altered, or repaired. This warranty excludes all incidental or consequential damages and any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in

rental or contract trade or commercial. This warranty does not include also normal wear and tear, dissatisfaction due to buyer's remorse, rust, corrosion, scratches, oxidation, dents or any part discoloration by heat. The LIMITED WARRANTY covers manufacturing, material, and parts defects after proper verification by authorized technicians. The warranty will be void if the product suffers damages resulting from accidents, improper assembly, improper use, carelessness, action of corrosive agents, excessive load, ignorance of the instructions contained in the instruction manual or for presenting signs of having been repaired by non-authorized personnel. Deficient products or parts that are covered by this policy will be replaced or repaired. This warranty is non-transferable and valid only with the presentation of the purchase invoice. This product may undergo technical design modifications without prior notice from manufacturer. The importer assumes no responsibility for personal or property damage that could be caused by improper installation or use of the product, including lack of maintenance in the latter.

Tagwood BBQ reserves the right to inspect and assess the product before honoring the warranty and to invalidate the warranty if it is concluded that the claim was not valid. Tagwood BBQ will cover any shipping charge for the delivery of warranted parts. Labor or any other costs or expenses related to the re-installation of a warranted part, and such expenses are not covered by this warranty.

WARNING: Some discoloration will occur on some parts of the grill due to the extreme heat. The company consider this a normal wear and tear and will not be responsible for its cleaning.

If you believe that your product meets the criteria for warranty replacement, please follow this procedure:

- 1) Take a picture of the damaged part.
- 2) Take a picture of the invoice.
- 3) Locate the serial number under the table.
- 4) Send both pictures (damaged part & invoice) and serial number to info@tagwoodbbq.com with the subject warranty.
- 5) Please include a phone number we can contact you.

We will contact you 48 hrs after receiving the email to explain how to proceed

1 YEAR LIMITED WARRANTY CERTIFICATE | BBQ45LI, BBQ45SF, BBQ60LI, BBQ60LF, BBQ60SF

Tagwood BBQ warrants these products for a period of (1) year against deficiencies in material and/or manufacture defect, from the date of issuance of the purchase invoice. This LIMITED WARRANTY does not cover products that are improperly used, abused, altered, or repaired. This warranty excludes all incidental or consequential damages and any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial. This warranty does not include also normal wear and tear, dissatisfaction due to buyer's remorse, rust, corrosion, scratches, oxidation, dents or any part discoloration by heat. The LIMITED WARRANTY covers manufacturing, material, and parts defects after proper verification by authorized technicians. The warranty will be void if the product suffers damages resulting from accidents, improper assembly, improper use, carelessness, action of corrosive agents, excessive load, ignorance of the instructions contained in the instruction manual or for presenting signs of having been repaired by non-authorized personnel. Deficient products or parts that are covered by this policy

will be replaced or repaired. This warranty is non-transferable and valid only with the presentation of the purchase invoice. This product may undergo technical design modifications without prior notice from manufacturer. The importer assumes no responsibility for personal or property damage that could be caused by improper installation or use of the product, including lack of maintenance in the latter.

Tagwood BBQ reserves the right to inspect and assess the product before honoring the warranty and to invalidate the warranty if it is concluded that the claim was not valid. Tagwood BBQ will cover any shipping charge for the delivery of warranted parts. Labor or any other costs or expenses related to the re-installation of a warranted part, and such expenses are not covered by this warranty.

WARNING: Some discoloration will occur on some parts of the grill due to the extreme heat. The company consider this a normal wear and tear and will not be responsible for its cleaning.

If you believe that your product meets the criteria for warranty replacement, please follow this procedure:

- 1) Take a picture of the damaged part.
- 2) Take a picture of the invoice.
- 3) Send both pictures (damaged part & invoice) to info@tagwoodbbq.com with the subject warranty.
- 4) Please include a phone number we can contact you.

We will contact you 48 hrs after receiving the email to explain how to proceed

Returns:

*To initiate a return, please [contact us](#) first at : 786-376-7000 or at info@tagwoodbbq.com

*You have 15 days to return your product beginning date of delivery.

*The following conditions must be met in order to receive your money back minus shipping costs:

- 1) Product must not have been used.
- 2) The buyer will pay for the original shipping cost and the shipping cost to return to our warehouse. Any additional charges incurred will also be the responsibility of the buyer.
- 3) The product must be in excellent condition with no scratches, dents or broken parts.
- 4) The product must be packed in its original box in case you purchased it dis-assembled or ship back in a wooden crate in case you purchased it assembled. The product must not have any missing parts.
- 5) At arrival in our warehouse, we will inspect the product to determine if all above conditions are met.

6) If applicable, we will return the full amount minus the shipping cost (to and from).

7) If applicable, we will return the remaining amount to the same method of payments used by the buyer.

Refunds/Cancellations prior to shipping:

*To initiate a refund or cancellation of order prior to shipping, please [contact us](#) first at: 786-376-7000 or at info@tagwoodbbq.com. There is a 5% charge for any cancellation as it is a fee charged by the processor. If shipping was already confirmed with the Freight Company, we will need to deduct the shipping fee.

Our accessories are non-refundable and non-returnable:

Please note that our Accessories are non-refundable and non-returnable, as they can get damaged on the back and forth of shipments; they are made exclusively for TAGWOOD BBQ products.