

# Limited Warranty

## THE WARRANTY

WPPO LLC, a producer and importer of quality ovens and fireplaces, warrants its WPPO LLC Pizza Ovens and their components, including oven body, floor, venting system, factory-installed finishes, stand, door, and accessories (herein referred to as Product) to be free from defects in materials and workmanship for a period of one (1) year from the date of shipment. Additionally, WPPO LLC warrants the internal dome welds on the oven to be free from defects for a period of two (2) years. Warranty may be invalidated if Product is not correctly installed, operated, and maintained according to all supplied instructions.

## QUALIFICATIONS TO THE WARRANTY

The complete Product Warranty outlined above does not apply under the following circumstances: The Product was not installed in accordance with WPPO LLC installation instructions and local building codes.

This Warranty does not apply to any hairline cracking in the ceramic cooking floor, or any problems caused by over-firing, as defined in the Owner's Manual.

The Product has been subjected to non-standard use, including but not limited to, tossing or throwing firewood into the oven with force, addition of non-approved appliances or burners, burning fuels with abnormal burning characteristics, including: driftwood, coal, plywood, and wood products using a binder that may burn at excessive temperatures and cause damage to the Product.

The Product has been subjected to icing or wet-mopping the oven while it is still heated (which can cause cracking or damage to the oven floor,) or improper chemicals or liquids have been used to clean or sanitize the interior of the oven.

This Warranty does not cover damage caused from storing any materials on the top of the oven.

This Warranty does not apply to normal wear and tear of the Product, or on parts that would be worn or replaced under normal conditions, including:

1. Normal, minor cracking due to expansion and contraction stress relief in the refractory materials of the floor tiles.
2. Scratch marks on the stainless steel or powder coated finishes from normal use.
3. Discoloration of exterior finishes in areas repeatedly exposed to smoke, as this is considered normal wear on wood fired pizza ovens.

This Warranty does not cover damage to, or failure of the Product, resulting from natural causes, or other catastrophe, such as flood, fire, earth movement, wind, or storms.

## LIMITATION ON LIABILITY

It is expressly agreed and understood that WPPO LLC sole obligation, and Purchaser's exclusive remedy under this Warranty, and under any other Warranty, expressed or implied otherwise, shall be limited to replacement, repair, or refund up to the original purchase price of the Product,

excluding shipping costs, as specified above. Such liability shall not include, and Purchaser or other third parties, specifically renounce any rights to recover special, incidental, consequential, or other damages of any kind whatsoever, including, but not limited to, injuries to persons or damage to property, loss of profits or anticipated profits, damage to business reputation or goodwill, all costs incurred receiving, unloading, moving at your location, and installing WPPO LLC Products, or loss of use of the Product.

In no event shall WPPO LLC be responsible for any incidental or consequential damages caused by defects in its Products, whether such damage occurs, or is discovered before or after replacement or repair, and whether or not such damage is caused by WPPO LLC. The duration of any Warranty with respect to this Product is limited to legitimate claims received within the duration of the foregoing Warranty.

Warranty of replacement parts or Product shall only be from the original purchase date of Product, not date of repair or replacement covered under this Warranty. Parts to be replaced under the Warranty will be repaired or replaced with new or functionally sound parts at WPPO LLC option.

Note: Some states do not allow the exclusion or limitation of incidental or consequential damages, or the duration of an implied warranty, so the above exclusion or limitations may not apply to you.

#### **INVESTIGATION OF CLAIMS AGAINST WARRANTY**

WPPO LLC reserves the right to investigate any and all claims against this Warranty and to decide upon the method of settlement.

Before any Product is returned, WPPO LLC, or its authorized representative, must provide Purchaser with written return authorization and instructions for preparation of the shipment. Failure to properly package Product for return may result in Purchaser being billed by WPPO LLC. WPPO LLC reserves the right to bill Purchaser for return freight if Product was found to be damaged through negligence or Warranty was voided, as outlined in this Warranty. Reference your original Terms of Sale Agreement for additional details.

#### **DEALERS HAVE NO AUTHORITY TO ALTER THIS WARRANTY**

WPPO LLC employees and dealers have no authority to make any Warranties, nor to authorize any remedies in addition to, or inconsistent with, those stated above.

#### **HOW TO REGISTER A CLAIM AGAINST WARRANTY**

For any claim under this Warranty to be valid, WPPO LLC must be notified of the claimed defect by either:

Telephone at 1-603-986-6578,

Writing to WPPO LLC 3131 W. Orangeville Rd Orangeville, IL 61060, or Email to [dan@wppoLLC.com](mailto:dan@wppoLLC.com).

All claims against this Warranty should include the Product model, original invoice number, date of installation, a description of the defect, photographs of the area of concern, and a full description of the circumstances giving rise to the Warranty Claim, if known. Please examine all of the contents of your delivery as soon as possible after receipt and inform WPPO LLC within fifteen (15) days if any items are missing, incorrect, or damaged.