

Effective Date: 7/24/2023

**LIMITED WARRANTY ON THE
KOBOLD® VC100
(for residential use)**

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE. VORWERK, LLC (“Vorwerk” or “We” or “Us”) WARRANTS THAT THE KOBOLD® VC100 (DEFINED BELOW) THAT YOU PURCHASED IN THE UNITED STATES (CONTINENTAL U.S., ALASKA AND HAWAII) DIRECTLY FROM VORWERK WILL BE FREE FROM DEFECTS IN MATERIALS OR WORKMANSHIP UNDER NORMAL HOUSEHOLD USE IN ACCORDANCE WITH PUBLISHED INSTRUCTIONS.

THIS LIMITED WARRANTY (AS REFERENCED IN THE TERMS OF USE FOUND [HERE](#)) REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS.

Who May Use the Limited Warranty: We extend this Limited Warranty (“Warranty”) to the consumer that originally purchased the Covered Product, defined below. Should the ownership of the Kobold® VC100 change during the Warranty Period, the consumer who originally purchased the Covered Product must update the owner information by calling 1-888-VORWERK.

What the Limited Warranty Covers: This Warranty covers defects in materials or workmanship during the Warranty Period of the Kobold® VC100 (excluding accessories) purchased in the United States.

What the Limited Warranty Does Not Cover (“Exclusions”): This Warranty does not cover any damage due to: (a) purchases of Covered Products from anyone other than Us; (b) commercial use; (c) normal wear and tear, including parts that might wear out over time (e.g., filters, etc.); (d) storage; (e) accidental, misuse, abuse, or improper use; (f) use not in accordance with published directions (e.g., Instructions Manual, accompanying documentation, or otherwise); (g) not carrying out the recommended Covered Product maintenance (e.g., cleaning the filter, etc.); (h) negligent handling or damage due to faulty packaging or mishandling in transit to Vorwerk for repair; (i) alteration or defects caused by user or other third-parties; (j) external sources such as transit, weather, electrical outages or power surges; (k) use of third-party accessories; (l) circumstances outside of Our control; or (m) an act of God.

This Warranty does not cover counterfeit, fake, or grey market products. United States consumers only: Vorwerk will only provide support for products that Vorwerk has imported into the United States and sold through its eShop in the United States (that is, shop.thermomix.com the only authorized channel). **NOTE:** online marketplaces, such as Amazon, eBay, Craigslist, etc. are not authorized channels.

The Period of Coverage: Subject to the Exclusions contained herein, this Warranty starts on the date you purchased the Covered Product and continues for Two-Years/Twenty-Four Months (the “Warranty Period”).

The Warranty Period is not extended if we repair or replace the Covered Product. We may change the availability of this Limited Warranty at our discretion, but any changes will not be retroactive.

What Vorwerk Will Do Under the Limited Warranty: With respect to any defects in materials or workmanship of the Covered Product during the Warranty Period (subject to Exclusions), We will, in our sole discretion, either: (a) repair the Covered Product with new, reconditioned, or refurbished

parts; (b) replace the Covered Product with a new, reconditioned, or refurbished part; or (c) provide a full refund of your purchase price upon return and receipt of your Kobold® VC100, if Vorwerk is unable to repair or replace the Covered Product. Any Covered Product, or parts therein, which are replaced will become the property of Vorwerk.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE COVERED PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. VORWERK DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES TO THE FULLEST EXTENT PERMITTED BY LAW, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. IF VORWERK CANNOT DISCLAIM IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN TO THE EXTENT POSSIBLE, SUCH IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY. THE WARRANTY DURATION ON ANY REPLACED PRODUCT WILL BE THAT PORTION OF THE WARRANTY PERIOD REMAINING ON YOUR ORIGINAL PRODUCT. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. NATIONAL, STATE, AND LOCAL LAWS MAY GRANT YOU OTHER RIGHTS THAT ARE NOT AFFECTED BY THIS WARRANTY.

How to Make a Warranty Claim: To make a Warranty claim please contact Vorwerk's Customer Service via email at service@thermomix.us or call +1 888-VORWERK during the Warranty Period to obtain a mailing label (limited to customers residing within the continental U.S., Alaska & Hawaii). For details see our website: www.thermomix.com. This Warranty is conditioned upon presentation of your order number and the return of the Covered Product.

If shipment of a replacement is requested and/or provided prior to the arrival of the returned Covered Product in the Vorwerk distribution center, as Vorwerk's sole discretion, you may be required to authorize payment pay for the replacement prior to shipment, with credit being issued to you for the amount of the replacement after the Covered Product has been received and inspected at Vorwerk's distribution center and determined by Vorwerk that the damage falls within this Warranty.

What if the Problem is Not Covered or Out-of-Warranty: If after we inspect the Covered Product presented for service we determine that the problem or damage does not fall within this Warranty (or falls within the Exclusions), you will have the option to, either: (a) have the Covered Product returned to you, at your sole expense; or (b) have Us dispose of the Covered Product on your behalf. If an Accessory or Accessories, however, are not covered or out-of-warranty, you may have the option to purchase a spare part, if applicable, at your sole expense.