Warranty Information

Limited Warranty

Instant Pot Company (the "IPC") warrants this appliance to be free from defects in workmanship and material, under normal residential use, for a period of one (1) year from the date of purchase. This warranty extends only to the original purchaser and use in USA and Canada. A purchase receipt, purchase order number or other proof of date of original purchase is required before warranty service is performed. IPC's obligation under this warranty is limited to replacing or repairing, or assisting in the repair at IPC's option. All repairs for which warranty claims are made must be pre-authorized by IPC.

This appliance comes equipped with many safety features. Any attempt to interfere with their operation may result in serious injury/damages and void this warranty. No warranty service will be provided to any appliance that has been tampered with, unless directed by an IPC representative.

This warranty does not cover normal wear of parts or damage resulting from negligent use or misuse of the appliance, use contrary to the operating instructions, failure to provide reasonable and necessary maintenance, or disassembly, repair or alteration by anyone unless directed by an Instant Pot Representative. This warranty does not cover units that are used outside of US and Canada. Further, the warranty does not cover damage resulting from Acts of God, such as fire, flood, hurricanes and tornadoes. **IPC is not responsible for shipping cost for warranty service.**

Limitation and Exclusions

To the extent permitted by applicable law, the liability of IPC, if any, for any allegedly defective appliance or part shall be limited to repair or replacement of the appliance or part and shall not exceed the purchase price of a comparable replacement appliance or part. THE PROVISIONS OF THIS WARRANTY ARE YOUR SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO THE PRODUCT(S) COVERED BY THIS WARRANTY. ALL IMPLIED WARRANTIES WITH RESPECT TO THE APPLIANCES(S) INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY EXCLUDED.

IPC is not responsible or liable for indirect, special or consequential damages arising out of or in connection with the use or performance of the appliance or damages with respect to any economic loss, loss of property, loss of revenues or profits, loss of enjoyment or use, costs of removal, installation or other consequential damages of whatsoever nature. Some provinces/states do not allow the exclusion or limitation of incidental or consequential damages. Accordingly, the above limitation may not apply to you.

You the buyer may have other rights and remedies under your state's or province's applicable laws, which are in addition to any right or remedy which may be available under this limited warranty.

Warranty Service

If the appliance should become defective within the warranty period, please contact Instant Pot Customer Service team by

- Create a support ticket at www.InstantPot.com/support/
- Email to support@instantpot.com
- Or call 1800 828-7280 for Instant Pot customer service representative

To facilitate speedy service, please provide:

- Your name, email address or phone number
- A copy of the original purchase receipt with order number, the model and serial number
- Description of the product defect, pictures or video if possible.

Contact Information

Instant Pot
11 – 300 Earl Grey Dr. Suite 383
Ottawa, Ontario, K2T 1C1
Canada

Web Site: http://www.InstantPot.com/support
Email: support@InstantPot.com
Telephone: +1 800 828-7280
Fax: +1 613 800-0726

This warranty was last updated on Sept. 27th, 2013 for all products sold from Jan. 1st, 2014. If your product comes with our older version of warranty (dated September 8th, 2010), your warranty will continue to be honored.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.