



Insulated Food Carriers

Warranty Coverage

Parts: 90 days against defects in material or craftsmanship.

Liner: 5 year against punctures or tears. This does not include our silver reflective liner or our black cloth liner.

Travel Time and Freight Charges: None. Claims must be filed with the shipping company. Customer takes ownership when the product leaves our facility.

Returns: Any type of return must have prior authorization from Sterno Delivery. Returns must be received by the manufacturer within 90 days of receipt. Purchaser is responsible for all freight charges to return product. There is a 20% restock fee for any returned products. Any excessive wear and tear of industry standard usage by the purchaser voids this warranty. Any replacements, repairs or credits will be decided upon after receipt and inspection of returned product by Sterno Delivery. No products will be accepted if they are not clean and free of any type of food or residue of any sort.

Disclaimer: Items are to be used as recommended and in proper handling suggested. No pockets on the carriers should be used for transportation of any types of beverages. Their sole intent is to be used for the transportation of condiments, napkins, flatware, menus, etc. Usage for anything other than these lightweight items, may result in damage to the pockets or the carrier, and would therefore forfeit any claims of manufacturing defects.