SMOKINTEX

**5-Year Limited Product Warranty**

**Effective for qualifying purchases from SmokinTex**

**At SmokinTex, we take pride in manufacturing high-quality electric smokers built for years of dependable performance. We stand behind the quality, craftsmanship, and durability of our products.**

**SmokinTex provides the original purchaser with a Five (5) Year Limited Warranty covering defects in materials and workmanship, subject to the terms, conditions, and exclusions outlined below.**

**1. Warranty Coverage**

**SmokinTex warrants that its qualifying electric smokers will be free from defects in materials and workmanship under normal use and proper operating conditions for a period of five (5) years from the original date of purchase.**

**This warranty applies to manufacturing defects and component failures that arise during normal operation and are determined by SmokinTex to be covered under this warranty.**

**Covered components may include, but are not limited to:**

- **Stainless steel smoker body and structural components.**
- **Heating elements and associated electrical components.**
- **Temperature controls, thermostats, and related control systems.**
- **Doors, hinges, latches, and other manufactured components.**
- **Other original equipment components determined by SmokinTex to have failed due to a defect in materials or workmanship.**

**Coverage is limited to the original smoker and its qualifying factory-installed components. Accessories, consumables, and separately purchased products are not automatically covered under this five-year warranty unless expressly stated in writing.**

**2. Warranty Eligibility**

**This warranty is subject to the following conditions:**

- **The warranty applies to the original retail purchaser and is non-transferable.**
- **The product must have been purchased new from SmokinTex or an authorized SmokinTex dealer.**
- **Proof of original purchase and purchase date must be provided when submitting a warranty claim.**
- **The smoker must have been operated, maintained, and cleaned in accordance with SmokinTex operating instructions and recommendations.**
- **The smoker must not have been subjected to unauthorized modifications, repairs, or alterations.**

**SmokinTex reserves the right to request photographs, videos, product identification numbers, or additional information reasonably necessary to evaluate a warranty claim.**

**3. Residential and Light-Commercial Applications**

**The Lil'Tex, OG, Pitmaster, and XL smokers are primarily designed for residential use. However, these models are also suitable for certain light-commercial applications, including small restaurants, clubs, offices, catering operations, and food trucks.**

**Normal residential use and reasonable light-commercial use are eligible for warranty consideration, provided the smoker is operated within its intended design specifications and properly maintained.**

**These models are not designed or warranted for high-volume, continuous, or industrial commercial food production.**

**For businesses requiring frequent, extended, or continuous smoking operations, SmokinTex recommends its dedicated commercial smoker line, including the 1500-C and 1500-CXLD models.**

**Damage or premature component failure resulting from excessive use, operation beyond the intended design capacity, or failure to follow recommended operating practices may not be covered.**

**4. What Is Not Covered**

**This limited warranty does not cover defects, damage, or failures resulting from circumstances other than manufacturing defects in materials or workmanship, including:**

**Improper Use or Operation**

- **Misuse, abuse, negligence, or improper operation.**
- **Failure to follow operating, cleaning, or maintenance instructions.**
- **Operation outside the recommended temperature, electrical, or environmental specifications.**
- **Overloading or using the smoker beyond its intended capacity.**
- **Use of improper electrical connections, inadequate power supplies, or incompatible electrical equipment.**

**Unauthorized Modifications or Repairs**

- **Alterations, modifications, or repairs performed without prior written authorization from SmokinTex.**
- **Replacement components or accessories not approved by SmokinTex.**
- **Damage resulting from improper installation or repair by unauthorized individuals.**

**External or Environmental Damage**

- **Accidental damage, impact, dropping, or physical abuse.**
- **Fire, flooding, lightning, power surges, electrical disturbances, or other acts of nature.**
- **Corrosion, rust, discoloration, or deterioration resulting from improper storage, exposure to harsh environmental conditions, chemicals, salt, or corrosive substances.**
- **Damage caused by rodents, insects, or other external factors.**

**Normal Wear and Cosmetic Conditions**

- **Normal wear and tear associated with regular use.**
- **Cosmetic imperfections that do not affect the smoker's functionality.**
- **Scratches, dents, discoloration, stains, grease buildup, or surface changes resulting from use.**
- **Normal aging or deterioration of finishes, coatings, seals, and other wear-related materials.**

**Other Exclusions**

- **Consumable items and routine maintenance products.**
- **Damage to food, meat, ingredients, or other items placed in or stored within the smoker.**
- **Loss of business, revenue, profits, or production time.**
- **Transportation, storage, or installation damage occurring after delivery to the original purchaser, unless caused by SmokinTex or otherwise required by law.**

**5. Warranty Claim Procedure**

**If you believe your SmokinTex smoker has developed a defect covered by this warranty, please contact SmokinTex Customer Support before attempting repairs or replacing components. Please call Smokintex at 972-509-4814 or email sales@smokintex.com.**

**To initiate a warranty claim, the customer must provide:**

1. **Original proof of purchase showing the purchase date and retailer.**
2. **Smoker model and serial number, if applicable.**
3. **A description of the issue and when it first occurred.**
4. **Photographs or videos demonstrating the reported problem, when requested.**
5. **Any additional information reasonably requested by SmokinTex to assist with diagnosis.**

**SmokinTex may first attempt to troubleshoot the issue remotely to determine whether the problem can be resolved without returning the smoker or replacing components.**

**No parts should be removed, modified, or replaced as part of a warranty repair without prior authorization from SmokinTex.**

**SmokinTex reserves the right to inspect the smoker or affected components before approving a warranty claim.**

**6. Warranty Remedies**

**If SmokinTex determines that a product or component is covered under this limited warranty, SmokinTex will, at its discretion:**

- **Repair the defective component.**

- **Replace the defective component with a new or refurbished component of comparable functionality.**
- **Replace the affected smoker with a new or refurbished smoker of comparable model or functionality if repair or component replacement is not reasonably practical.**

**The remedy selected will be determined by SmokinTex based on the nature of the defect, availability of replacement components, repair feasibility, and other relevant circumstances.**

**Replacement parts or products will be covered for the remainder of the original warranty period. A repair or replacement does not restart or extend the original five-year warranty period, except where required by applicable law.**

**SmokinTex is not obligated to provide a refund unless required by applicable law or otherwise agreed to in writing.**

**7. Shipping, Labor, and Service Costs**

**Unless otherwise required by applicable law or expressly agreed to in writing by SmokinTex:**

- **The customer is responsible for safely preparing and packaging products or components approved for return.**
- **Shipping costs associated with sending a product or component to SmokinTex for inspection or repair are the customer's responsibility.**
- **SmokinTex will determine and communicate any applicable return-shipping arrangements before an authorized warranty repair or replacement.**
- **Labor, travel, removal, reinstallation, installation of replacement components, and third-party service costs are not covered unless expressly authorized in writing by SmokinTex.**

**SmokinTex will not reimburse unauthorized repair expenses, service charges, or third-party labor costs.**

**Important: Customers must obtain a Return Merchandise Authorization (RMA) or other written authorization from SmokinTex before sending any smoker, component, or product back for warranty evaluation.**

**8. Limitation of Liability**

**To the fullest extent permitted by applicable law, SmokinTex shall not be responsible for indirect, incidental, special, exemplary, or consequential damages arising from the use, inability to use, or failure of its products.**

**This includes, but is not limited to:**

- **Loss of food, meat, ingredients, or prepared products.**
- **Loss of business, sales, revenue, or profits.**
- **Business interruption or lost production time.**
- **Labor, inconvenience, or other incidental expenses.**
- **Damage to property or other equipment resulting from product failure, except where liability cannot legally be excluded.**

**This warranty provides specific legal rights. Customers may also have additional rights under applicable federal, state, or local laws.**

**Some jurisdictions do not allow the exclusion or limitation of certain incidental or consequential damages, so portions of these limitations may not apply to every customer.**

**9. Disclaimer of Other Warranties**

**This written limited warranty is the express warranty provided by SmokinTex for the qualifying products described herein.**

**To the fullest extent permitted by applicable law, SmokinTex disclaims all other warranties not expressly stated in this document, including implied warranties of merchantability and fitness for a particular purpose, to the extent such disclaimers are legally permissible.**

**Nothing in this warranty is intended to limit or exclude any rights or remedies that cannot legally be waived or restricted under applicable law.**

**10. General Terms**

- **This warranty applies to qualifying purchases made from SmokinTex or authorized SmokinTex dealers.**
- **SmokinTex reserves the right to make product improvements, modifications, or design changes without an obligation to retrofit previously manufactured products.**

- **The availability of replacement parts may vary depending on the product model, age, and component availability.**
- **No dealer, distributor, employee, or other representative is authorized to modify or extend this warranty unless expressly approved in writing by SmokinTex.**
- **If any provision of this warranty is determined to be unenforceable, the remaining provisions will remain in effect to the extent permitted by law.**
- **This warranty is governed by applicable laws of the State of Texas, subject to any mandatory consumer protection laws that may apply.**

**11. Contact SmokinTex**

**For warranty questions, troubleshooting assistance, or to initiate a warranty claim, please contact:**

**SmokinTex Customer Support**
**Website: www.smokintex.com**
**Email: sales@smokintex.com**
**Phone: 972-509-4814**

**We appreciate your business and thank you for choosing SmokinTex.**