

WARRANTY AND SERVICE



3-YEAR FULL WARRANTY

This warranty provided by Food Cycle Science Corporation ("Food Cycle Science") overrides and replaces any previous warranty terms provided by Vitamix for the FoodCycler.

1. PRODUCT REGISTRATION

Food Cycle Science strongly encourages customers to register their purchase through our online portal: [Register Your Warranty](#). While registering your product is not mandatory to retain your warranty rights, it ensures a quicker and more efficient support experience, allowing us to better assist with any inquiries or issues.

2. WHO CAN SEEK WARRANTY COVERAGE?

This **Warranty** is extended by Food Cycle Science to the owner of this FoodCycler for personal household use only. This **Warranty** does not apply to products used for commercial, rental or re-sale purposes.

3. WHAT IS COVERED?

Food Cycle Science **warrants** to the registered owner that if this "FoodCycler" ("FoodCycler" consists of a motor base, bucket, and lid purchased together) fails within 3 years from the earlier of the date of purchase or due to a defect in material or workmanship or as a result of normal wear and tear from ordinary household use, Food Cycle Science will, within 30 days of receipt of the returned FoodCycler, **replace the unit free of charge**. If, in Food Cycle Science's sole discretion, an exact replacement is not available, Food Cycle Science will provide a comparable replacement unit or refund the purchase price to the owner.

4. WHAT IS NOT COVERED?

This **Warranty** does not apply to FoodCyclers used commercially or in non-household applications. This **Warranty** does not cover cosmetic changes that do not affect performance, such as discoloration or the effects of the use of abrasives or cleaners or food build up. This **Warranty** does not cover worn or chipped coating on the inner wall or floor of the bucket. This **Warranty** is only valid if the FoodCycler is used and maintained in accordance with the instructions, warnings and safeguards contained in the owner's manual.

Filters: This **Warranty** does not cover the filters which are wear-items and should be replaced regularly in order to prevent odor (as provided in the owners' manual).

Food Cycle Science will not be responsible for the cost of any unauthorized **warranty** repairs.

REPLACEMENT OR REFUND OF THE PURCHASE PRICE ARE THE EXCLUSIVE REMEDIES OF PURCHASER AND THE SOLE LIABILITY OF FOOD CYCLE SCIENCE UNDER THIS **WARRANTY**. NO EMPLOYEE OR REPRESENTATIVE OF FOOD CYCLE SCIENCE IS AUTHORIZED TO MAKE ANY ADDITIONAL **WARRANTY** OR ANY MODIFICATION TO THIS **WARRANTY** WHICH MAY BE BINDING UPON FOOD CYCLE SCIENCE. ACCORDINGLY, PURCHASER SHOULD NOT RELY UPON ANY ADDITIONAL STATEMENTS MADE BY ANY EMPLOYEE OR REPRESENTATIVE OF FOOD CYCLE SCIENCE. IN NO EVENT, WHETHER BASED ON CONTRACT, INDEMNITY, **WARRANTY**, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, SHALL FOOD CYCLE SCIENCE BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFIT OR REVENUE.

Some states do not allow limits on **warranties**. In such states, the above limitations may not apply to you. Outside the U.S.A. and Canada, other **warranties** may apply.

5. WHAT VOIDS THIS WARRANTY?

Abuse, **misuse**, negligent use, alteration of the FoodCycler, exposure to abnormal or extreme conditions, or failure to follow the operating instructions in this manual will void this **Warranty**.

The **Warranty** is also void if repairs to the FoodCycler or any component part of the FoodCycler are performed by someone other than Food Cycle Science or an authorized Food Cycle Science Service Provider or if any component part of a FoodCycler subject to this **Warranty** is used in combination with a motor base or container that is not expressly authorized by Food Cycle Science.

6. HOW TO OBTAIN RETURN AUTHORIZATION UNDER THIS WARRANTY?

If you believe your FoodCycler has a defect covered under this warranty:

1. Open a support ticket on our [Customer Support Page](#) for the most efficient assistance.
2. Provide the following information:
 - Proof of purchase (e.g., receipt or invoice).
 - Date of purchase.
 - Photos or videos demonstrating the issue.
 - Serial number and date code from the sticker on the unit.

7. REFUND POLICY

Refunds are processed within 30 days of the original purchase date. Customers are responsible for the cost of return shipping for refunds, except in cases of defects covered under warranty, in which Food Cycle Science will provide a prepaid return label.

Refunds requested after 30 days from the date of purchase will not be honored.

8. REPLACEMENT AND SHIPPING POLICY

Replacements: Food Cycle Science will replace defective units free of charge if the issue is covered under warranty.

Shipping Costs: Food Cycle Science will cover shipping costs for warranty-covered replacements. Customers are responsible for shipping costs associated with special shipping requests or non-warranty returns.

Returns: Customers must notify Food Cycle Science of any shipment damage or issues within 48 hours of delivery.

You will be asked to provide a date of purchase and proof of purchase for your FoodCycler. For FoodCyclers subject to this **Warranty**, replacements may be provided under a return authorization number or pre-paid return pick up label. Food Cycle Science may choose, at our discretion, to send replacement components that do not require installation by Food Cycle Science. Food Cycle Science will **replace the unit free of charge** if the issue falls under the **Warranty**. If an exact replacement is not available, a comparable replacement unit will be provided. If no suitable replacement is available, Food Cycle Science will refund the full purchase price of the unit. Food Cycle Science will pay for shipment of the replacement FoodCycler to you. Purchaser is responsible for the costs of special shipping requests.

You will be deemed to have accepted the returned product “as is” upon delivery unless you notify Food Cycle Science of any problem, including shipment damage, within 48 hours of delivery.

Within the U.S.A. and Canada, this **Warranty** is honored directly through **Food Cycle Science Corporation**.

Canada

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