

# WARRANTY AND SERVICE

## 5-Year Full Machine Warranty

### 1. PRODUCT REGISTRATION.

You can register online at [vitamix.com/warranty](http://vitamix.com/warranty); or by calling our Customer Service Department at 1.800.848.2649 or 1.440.235.4840. Failure to register your product purchase will not diminish your warranty rights. However, registering your purchase will allow Vitamix to better serve you with any of your customer service needs.

### 2. WHO CAN SEEK WARRANTY COVERAGE.

This Warranty is extended by Vitamix to the owner of this Blender for personal household use only. This Warranty does not apply to products used for commercial, rental or re-sale purposes. Should ownership of the blender change during the 5-year period, please update the Blender's owner information at [vitamix.com](http://vitamix.com).

### 3. WHAT IS COVERED.

Vitamix warrants to the owner that if this Blender (**a "Blender" consists of a motor blender base, any container(s), lids and tamper(s) purchased together**) fails within 5 years from the date of purchase due to a defect in material or workmanship or as a result of normal wear and tear from ordinary household use, Vitamix will, within 30 days of receipt of the returned blender, repair the failed Blender or component part of the Blender free of charge.

If, in Vitamix's sole discretion, the failed Blender or component part of the Blender cannot be repaired, Vitamix will elect to either (A) replace the Blender free of charge or (B) refund the full purchase price to the owner, unless Vitamix receives prior written notice of the owner's preference.

### 4. WHAT IS NOT COVERED.

This Warranty does not apply to Blenders 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 is only valid if the Blender is used and maintained in accordance with the instructions, warnings and safeguards contained in the owner's manual.

**Containers: Grinding certain herbs and spices in the container/cup will result in cosmetic marring of the container/cup and may cause the blades to wear prematurely. Traces of sand, coarse gritty and abrasive herbs will also cause the blades to wear prematurely. Herbs may contain volatile oils, cause the container/cup to retain the oils and cause permanent discoloration. Your container/cup and blades are not covered under the Vitamix warranty under these circumstances.**

Vitamix will not be responsible for the cost of any unauthorized warranty repairs.

**REPAIR, REPLACEMENT OR REFUND OF THE PURCHASE PRICE ARE THE EXCLUSIVE REMEDIES OF PURCHASER AND THE SOLE LIABILITY OF VITAMIX UNDER THIS WARRANTY. NO EMPLOYEE OR REPRESENTATIVE OF VITAMIX IS AUTHORIZED TO MAKE ANY ADDITIONAL WARRANTY OR ANY MODIFICATION TO THIS WARRANTY WHICH MAY BE BINDING UPON VITAMIX. ACCORDINGLY, PURCHASER SHOULD NOT RELY UPON ANY ADDITIONAL STATEMENTS MADE BY ANY EMPLOYEE OR REPRESENTATIVE OF VITAMIX. IN NO EVENT, WHETHER BASED ON CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, SHALL VITAMIX 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 Blender, 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 Blender or any component part of the Blender are performed by someone other than either Vitamix or an authorized Vitamix Service Provider or if any component part of a Blender subject to this Warranty is used in combination with a motor base or container that is not expressly authorized by Vitamix.

### 6. HOW TO OBTAIN RETURN AUTHORIZATION UNDER THIS WARRANTY.

In the event that you need service or repair, please call Vitamix Customer Service at 1.800.848.2649 or 1.440.235.4840. You will be asked to provide a date of purchase and proof of purchase for any blender that has not been registered with Vitamix. For blenders subject to this Warranty you will be provided with a return authorization number, up-to-date shipping instructions and a pre-paid return pick up label. Vitamix will pay standard shipping costs on the return of a Blender for warranty service and repair and for return shipment of the blender to you after the warranty repair or replacement. Purchaser is responsible for the costs of special shipping requests.

Within the U.S.A. and Canada, this Warranty is honored directly through the Vita-Mix Corporation.

#### United States

Vita-Mix Corporation  
8615 Usher Road  
Cleveland, Ohio 44138-2199  
1-800-848-2649  
[service@vitamix.com](mailto:service@vitamix.com)

#### Canada

Vita-Mix Corporation  
200-1701 Shepherd Street East  
Windsor, Ontario N8Y 4Y5  
1-800-848-2649  
[service@vitamix.com](mailto:service@vitamix.com)

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