

## Coldbreak® Limited Warranty

**Thank you for choosing Coldbreak.** We take pride in the quality of our products and want you to be completely satisfied with your purchase. This Limited Warranty ("Warranty") applies to new Coldbreak brand products purchased from authorized retailers or our online store.

### Warranty Coverage:

This Warranty covers defects in materials and workmanship for a period of 180 days from the date of original purchase ("Warranty Period") **for Coldbreak brand products only**. During the Warranty Period, we will, at our sole discretion, either:

- Repair the product using new or refurbished parts.
- Replace the product with a new or refurbished product of the same or similar model.

**Other brand products sold on our website are covered by their respective manufacturers' warranties.** For these products, customers may be directed to the manufacturer for warranty repair or replacement.

### What is not covered:

This Warranty does not cover:

- Damage caused by accident, misuse, abuse, neglect, improper use, improper storage, improper installation, improper maintenance, or modification of the product.
- Normal wear and tear, including scratches, dents, and cosmetic damage.
- Damage caused by use of the product with incompatible accessories or other products.
- Damage caused by any event beyond our reasonable control, such as fire, flood, earthquake, or lightning.
- Products purchased from unauthorized retailers.

This Warranty is void if the product has been opened, tampered with, or repaired by anyone other than our authorized service personnel.

## **Limited to Original Owner**

This warranty is limited to the original owner of the product. It is non-transferable and applies only to products purchased directly from Coldbreak or an authorized retailer. Proof of purchase, such as a receipt or order number, is required to validate the warranty. Any product that is resold or transferred to a new owner will not be covered under this warranty.

## **Warranty Limited to the United States**

This warranty is valid only within the United States, unless the product is purchased from an authorized retailer in another country. If you purchase the product from an authorized retailer outside of the United States, the warranty provided by that retailer will apply. Customers are advised to verify the warranty terms with the authorized retailer in their own country. Proof of purchase from an authorized retailer is necessary to claim warranty service.

## **How to obtain Warranty Service:**

To obtain warranty service for Coldbreak brand products, please contact us within the Warranty Period at (616) 591-0200 or [support@coldbreakusa.com](mailto:support@coldbreakusa.com). You will be required to provide proof of purchase (such as a receipt or invoice). We will then provide you with instructions on how to return the product for repair or replacement.

For warranty service on other brand products, please refer to the manufacturer's warranty and contact them directly.

## **Limitations:**

This Warranty is the sole and exclusive warranty provided by Coldbreak. We disclaim all other warranties, express or implied, including, but not limited to, warranties of merchantability and fitness for a particular purpose. We shall not be liable for any special, incidental, consequential, or indirect damages arising out of or in connection with the use of the product, even if we have been advised of the possibility of such damages.

This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

## Contact Us:

If you have any questions about this Warranty, please contact us at (616) 591-0200 or [support@coldbreakusa.com](mailto:support@coldbreakusa.com).

## Reconditioning Program

If you've inadvertently damaged one of your Coldbreak jockey boxes, please reach out to us. Our Reconditioning Program may be the perfect route for you; otherwise, we always have replacement parts available if you want to do the work yourself.