



ROTISOL FRANCE, Inc.
415 W Walnut St, Gardena, CA, 90248
Phone: +1 (310) 671-7254 – Website: www.rotisol.com

Terms and Conditions

1. Lead times:

- 1.1. Usual lead time for In-Stock orders is approximately 5 to 10 Business days.
- 1.2. Usual lead time for Out-of-Stock orders or custom orders is approximately 8 to 12 Weeks.
- 1.3. The lead time always needs to be confirmed by your Rotisol's contact.

2. Installation & Start-up:

- 2.1. Installation and start-up costs are not included in our prices. All Rotisol installations and start-ups should be conducted by a licensed company, at the Customer's expense.
- 2.2. Rotisol France Inc can provide a list of authorized Service Agents at the Customer's request.
- 2.3. 1 (one) complementary training is available request to your Rotisol sales contact. Training means a physical or digital (at Rotisol's sole discretion) overview of the delivered equipment (how to start it, use it, clean and maintain it).
- 2.4. Cooking demo is available upon request, subject to extra costs. Cooking demo means physical training with a cooking arranged by the customer. Please see your Rotisol contact for more information.

3. Cancelled and Revised Orders:

- 3.1. Any cancelled order is subject to a cancellation fee of 50% of the total amount of the order.
- 3.2. Any revision of an order requires a prior written agreement and shall be subject to a fee of 25% of the total amount of the order.
- 3.3. All revisions of an order require a revised Purchase Order.

4. Return of Products:

- 4.1. Return of products is possible up to 90 days from the invoice date.
- 4.2. The Customer must have received a "return authorization code" issued by Rotisol France, Inc. for any return to be accepted.
- 4.3. Any return of product will be subject to a restocking fee equal to 50% of the total order amount.
- 4.4. Only unused and undamaged products in their original packaging material, with instruction booklets and with any and all accessories can be returned. A product assessment will be made upon receipt at the Rotisol premises, before acceptance of the return.
- 4.5. All freight costs for the return must be paid by the Customer.

5. Warranty:

- 5.1. Rotisol warrants its products to be free from defects in material and workmanship.
The warranty does not apply to damages by accident, misuse, incorrect line voltage, fire, water, or other acts of God.
This warranty does not cover glass door breakage and quartz or halogen lamps breakage and failure; nor does it cover the nonmechanical parts on the rotisserie equipment. This warranty does not cover granite tops.
- 5.2. The warranty covers original Rotisol parts only.
- 5.3. The starting date of warranty is the invoice date (invoice issued by ROTISOL for that machine).
- 5.4. The warranty is effective during 15 (fifteen) months for parts and labor: 12 months + 3 months to cover potential storage time before installation and start-up of the equipment. No exception will be approved for any reason.
- 5.5. In case of technical trouble, the Customer must report the issue to Rotisol within 5 business days from the defect identification. The Customer must follow the given instructions, and clearly describe the issue to Rotisol technical team. Only the Rotisol office is authorized to approve warranty coverage and engage a service company for warranty service.
Rotisol may require photos, videos, or any other way to help to determine if warranty applies.
- 5.6. If warranty applies, Rotisol will ship parts and arrange service with an authorized service company, at no cost for the Customer.
- 5.7. If warranty applies, shipping charges to ship replacement parts will be covered by Rotisol France Inc, by UPS Ground. If the Customer requires expedited delivery, they must pay for additional cost.
- 5.8. Rotisol may require the Customer to return the defective parts to Rotisol France, Inc. within 10 days after the issued is fixed.
- 5.9. During the warranty period, if non-warranty repairs are required (i.e. replacing a door or a light bulb), the repair must be performed by an authorized service company in order to preserve the warranty. A list of authorized service companies is available from Rotisol on request. Service by any company not on the list must be approved by Rotisol.
- 5.10. Warranty applies if and only if all installation and maintenance requirements have been strictly followed. These requirements are available in the installation and user manuals
- 5.11. In case of failure to follow any rule of this process, the warranty will not be honored.

5. Prices changes:

5.1. All prices are subject to change without notice.

6. Applicable Law:

6.1. The Federal Arbitration Act, applicable federal law, and the laws of the State of California, without regard to principles of conflict of laws, will govern this Agreement and any dispute of any sort that might arise from this Agreement. Any party bringing a legal action relating to this Agreement shall bring such action in any sitting in the city of Santa Monica, and each party waives any objection to such courts. Each party waives its right to a trial by jury in connection with any such action.

7. Miscellaneous:

7.1. This Agreement constitutes the entire agreement between the parties in connection with the subject matter hereof and supersedes all prior agreements. No modifications of this Agreement shall effective unless agreed upon by Rotisol France, Inc. There shall be no third beneficiary to this Agreement. Neither party shall be liable for failure or delay in performance of its obligations hereunder (other than the Customer's obligation to pay for the products purchased) caused by be events beyond its control.

7.2. Rotisol France, Inc. excludes all liability in the case of non-compliance to any rule or requirement regarding the Customer's installation. The Customer only shall take all measures to ensure the compliance to Rotisol's product with his project.