

LIMITED WARRANTY

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Kamado Argentino

BUILT TO LAST A LIFETIME

All quality queries should be sent to our unique customer service email:
sales@kamadoargentino.us

1) LIMITED WARRANTY FOR CERAMIC PARTS

KAMADO ARGENTINO hereby guarantees to the ORIGINAL PURCHASER that the product will be free from defects in both materials and workmanship, provided it is assembled and operated according to the printed instructions that accompany it, from the date of purchase. The warranty is tied to the original purchaser and is non-transferable to subsequent owners if the product is gifted or sold. The innovative technology used in the construction of the Kamado Argentino ensures compliance with the warranty against defects in materials and workmanship from the date of purchase for the following periods (from the purchase date):

Limited warranty for ten (10) years on the body and lid of the Kamado, defined as the two parts connected by the hinge.

Two (2) years on the Firebox and Fire Ring (ceramic interior parts of the Kamado).

The applicable warranty will be the one published at <https://kamadoargentino.us/warranty/> at the time of validating the warranty. All previous warranties will no longer be valid.

OTHER COMPONENTS:

Ten (10) years on all cast iron parts (chimney).

Five (5) years on all metal and stainless steel parts.

Two (2) years on the thermometer.

Not covered by the warranty:

- 1) **Wooden parts**
- 2) **Steel grate of the Firebox**
- 3) **Gasket between the Dome and the body of the Kamado**
- 4) **Additional accessories**



This warranty is limited to the repair and/or replacement of any part with manufacturing defects. It is also limited to the repair and/or replacement of any part provided it has been used under normal conditions, with Kamado Argentino determining—after thorough examination—the proper use by the customer. "Normal use" excludes commercial use, use with non-approved fuels, or exposure to extreme weather conditions.

The verification process will not exceed 60 days from the date the customer submits the claim to Kamado Argentino.

2) THIS LIMITED WARRANTY DOES NOT COVER

Any damage, failure, or operational difficulties caused by accidents, abuse, misuse, alteration, vandalism, improper cleaning or maintenance; damage or breakdowns caused by tampering with or altering the original design of Kamado Argentino. Additionally, anything not expressly mentioned in this unique Warranty is not covered. Kamado Argentino will replace defective parts found as specified above with equivalent parts, and the shipping cost will be borne by the Customer to the shipping address designated by the buyer. Logistics, shipping, and retrieval of parts, components, or the equipment are not covered by the warranty.

The warranty coverage does not extend to cosmetic defects such as scratches, dents, chips, cracks, discoloration, changes in the appearance of ceramic components, or non-structural imperfections that do not affect the performance or structural integrity of the Kamado Argentino. Minor surface imperfections, which are common in ceramic materials, are expected and do not constitute grounds for a warranty claim.

Due to the expansion and contraction of ceramic components during heating cycles, fine cracks, crazing, or surface cracks may appear, which is normal for ceramic materials and will not be covered by the warranty unless accompanied by a loss of structural integrity or breakage that renders the product unusable. A crack that compromises the Kamado's ability to retain heat, maintain structural stability, or operate safely could be considered a loss of structural integrity.

3) THIS LIMITED WARRANTY REPLACES ANY OTHER WARRANTY

This limited warranty replaces any other warranty, express or implied and specifically excludes the following:

1. Purchases made through any channel other than directly from Kamado Argentino and/or any of its official distributors listed under "Points of Sale" mentioned on the website www.kamadoargentino.us/points-of-sale/
2. Use of accessories that are not from Kamado Argentino.

4) WARRANTY VOIDANCE

Purchasing any Kamado Argentino product through an unauthorized distributor voids the warranty. An unauthorized distributor is defined as any seller not listed as a POINT OF SALE on our website (www.kamadoargentino.us/points-of-sale/).

5) WARRANTY VALIDATION AND CLAIM PROCESS

Purchasing any Kamado Argentino product through an unauthorized distributor voids the warranty. An unauthorized distributor is defined as any seller not listed as a POINT OF SALE on our website (www.kamadoargentino.us/points-of-sale/).

- A)** Before initiating the claim process, have the following information ready:
1. Model (see the nameplate)
 2. Proof of purchase by the original owner
 3. Brief description of the issue
- B)** To validate this warranty, the buyer must fully complete the Kamado Argentino Registration form (<https://kamadoargentino.us/warranty/>). After receiving the confirmation email, the registration must be confirmed. Claims will be reviewed within 60 days of submission, and the customer will be notified of the decision and next steps via email.

