

# FLECHA™ APPLIANCE

## LIMITED WARRANTY

ATTACH YOUR INVOICE HERE PROOF OF PURCHASE IS REQUIRED TO OBTAIN WARRANTY SERVICE.

Please have the following information available when you contact Customer Service:

- Name, address and telephone number
- Model number
- Product serial number
- Proof of purchase

IF YOU NEED SERVICE:

1. Before reaching out and contacting us to arrange service, please determine whether your product requires repair. Some frequently asked questions can be addressed prior to a service call. Please take some time to review the Owner's Manual.
2. All warranty service is provided exclusively by our authorized personnel/service providers.  
In Alberta and Calgary, direct all requests for warranty services to:

### Value-Add Product & Services

Email: [service@vpsonline.ca](mailto:service@vpsonline.ca)

ONE YEAR LIMITED WARRANTY	
What is Covered	What is NOT Covered

#### One Year Limited Warranty (Parts and Labour)

Effective one year from the date of purchase, when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, Value-Add Products & Services will pay for repair or factory specified parts and repair labour to correct defects in material or workmanship that existed when this major appliance was purchased. Certain situations may require Value-Add Products & Services to replace the appliance at its sole discretion. In the event of product replacement, your appliance will be warranted by the remaining term of the original unit's warranty period.

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. Services must be provided by a Value-Add Products and Services qualified technician. This limited warranty is valid only in Canada and applied only when the major appliance is used in the country in which it was purchased. To obtain service under this limited warranty proof of original purchase date is required. This limited warranty is effective from date of original purchase.

1. Use that is inconsistent with stated user, operator, or installation instructions, commercial, non-residential, or use involving numerous families.
2. In-home instructions on usage of your products.
3. Corrective service to fix incorrect product maintenance or installations, as well as installations that don't follow electrical or plumbing codes (i.e. house wiring, fuses, or water inlet hoses).
4. Consumable components (i.e. light bulbs, batteries, air or water filters, etc.).
5. The switching or reversal of appliance doors.
6. Damage resulting from mishaps, negligence, abuse, fire, flooding, divine intervention, or use of FLECHA-unapproved products.
7. The replacement of defective or damaged parts or systems as a result of unauthorized or improper maintenance, alteration or modification to the appliance.
8. Cosmetic flaws such as scratches, dents, chips and other damage to appliance finishes unless such damage results from defects in materials and workmanship and is reported to Value-Add Products & Services within 30 days.
9. Surface discoloration, rust, or oxidation brought on by corrosive or caustic environments, including but not restricted to, high salt concentrations, excessive moisture or humidity, or chemical exposure.
10. Delivery or Pick-up. These items are designed for in-home repairs.
11. Travel or transportation costs for providing services in remote areas where FLECHA-approved service providers are not available.
12. The removal or re-installation of built-in inaccessible appliances (such as trim, ornamental panels, flooring, cabinets, islands, counter tops, drywall, etc.) that prevent the product from being serviced, removed or replaced.
13. Repair or replacement for appliances with original model/serial numbers that have been altered, removed or that are difficult to locate.  
**The cost of replacement or repair under these excluded circumstances shall be responsibility of the customer.**

#### Disclaimer Outside of Warranty

Value-Add Products & Services makes no depictions about the durability, quality or need for service/repair of this major appliance other than the representations contained in this Warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this major appliance, you should ask Value-Add Products & Services about buying an extended limited warranty.

#### Remedies Limited; Incidental and Consequential Damages Excluded

PRODUCT REPAIRS AS SPECIFICALLY PROVIDED HEREIN SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY. INCIDENTAL OR CONSEQUENTIAL DAMAGES ARE NOT COVERED BY VALUE-ADD PRODUCTS & SERVICES.

Several provinces forbid the exclusion or limitation of incidental or consequential damages, therefore you might not be covered by these restrictions and exclusions. You may also have additional rights that differ from province to province in addition to your individual legal rights this warranty provides you.