



Terms and conditions of the Big Green Egg Limited Lifetime Warranty

1. BIG GREEN EGG: Each Big Green Egg® model carries a limited lifetime warranty for materials and workmanship on all ceramic components (including ceramic base, dome with chimney, damper top, fire box and fire ring) to the original purchaser or owner who purchased the product from an authorised dealer and registered his/her warranty as required. This warranty is valid for as long as the original purchaser owns the EGG® or covered component, except for other ceramic, metal and wood components which are covered as explained below. Without diminishing them, this warranty supplements any other your statutory rights you may enjoy.

2. CERAMIC ACCESSORIES: The Big Green Egg brand of ConvEGGtor and Ceramic Pizza/Baking Stones carry a limited three (3) year warranty to the original purchaser. These ceramic components are not covered for breakage from dropping or abuse.

3. METAL COMPONENTS: Metal, stainless steel and cast iron components of the EGG (including the metal bands, hinge mechanism, dual function metal top, cooking grid, fire grate and draft door) carry a limited five (5) year warranty to the original purchaser.

Big Green Egg makes every effort to utilise materials that resist rust and to use high temperature paint on metal surfaces. However, metal materials and protective coatings can be compromised by various surface scratches or exposure to substances and conditions beyond Big Green Egg's control. Among other things, chlorine, industrial fumes, chemicals, fertilisers, extreme humidity, lawn pesticides and salt are some of the substances that can corrode paint and finish on metal coatings. For these reasons, the warranty on metal, stainless steel and cast iron components does not cover RUST, OXIDATION, FADING or other BLEMISHES unless it also results in a loss of structural integrity or a failure of these components of the EGG.

4. WOOD COMPONENTS: Wood items including EGG Mates and Big Green Egg tables, carry a limited one (1) year warranty to the original purchaser. Wood products are not covered for normal weathering or cracks unless there is also a loss of structural integrity.

PLEASE NOTE: Do not place an EGG directly on or near a combustible surface, deck, table or other support without the use of a Big Green Egg Metal Nest or Metal Table Nest, or without making use of other fireproof barrier such as a 5cm thick concrete paving stone under the EGG, as this will void the warranty and Big Green Egg expressly disclaims any liability for any direct, indirect, incidental or consequential damage which may result. Please see 'Safety tips'.

5. TEMPERATURE GAUGE AND GASKET: Gaskets and the Temperature Gauge carry a limited one (1) year warranty to the original purchaser.

6. MISCELLANEOUS: Other Big Green Egg components and accessories purchased from an authorised Big Green Egg dealer may also carry various warranties – please check the specific item for details.

7. WHAT IS NOT COVERED: These warranties are based on normal and reasonable residential use and proper service of the EGG. Commercial uses and related applications carry a limited one (1) year warranty. The warranty does not apply to any incidental or accidental damage or breakage, or for any damage caused by transporting; dropping; misassembly; improperly supporting; attempting to suspend the EGG by any means other than an approved Big Green Egg Nest or solid, non-combustible surface under the base; commercial use; modifications; alterations; negligence; abuse; improper care/maintenance; road hazards; normal and reasonable wear and tear; or natural disasters. Warranty coverage does not extend to scratches, dents, chips, crazing, appearances or minor cosmetic cracks of the exterior glaze that do not affect the performance of the EGG.

Big Green Eggs and related products purchased from unauthorised dealers or through unauthorised retail channels or unauthorised third parties are not covered under the warranty provisions.

Please note: If a consumer purchases from an unauthorised source, even one operating as a legitimate business offering products in unopened boxes with blank warranty cards (but is an unauthorised reseller), they are buying, by legal definition, used products. If someone buys from an unauthorised reseller or retailer, or from an unauthorised online reseller, they are almost always buying items without manufacturer's warranties regardless of any statements or claims made by the seller. This is the published policy of many brands and companies, not just Big Green Egg.

8. DATE OF COVERAGE: The warranty coverage begins when an EGG purchased from an authorised dealer is registered at biggreenegg.eu by the original purchaser or owner as required under this warranty. If you are unable to register your EGG at the website, an authorised dealer can provide you with a form to complete and mail to Big Green Egg. A valid proof of purchase from an authorised dealer will be required to make a warranty claim.

9. COVERAGE UNDER THE WARRANTY: Original Big Green Egg components that are found to have defects in materials or workmanship, and that are covered under a valid and registered warranty, will be replaced or repaired at the sole discretion of Big Green Egg at no cost for the warranted item or component, subject to the terms and conditions of this warranty.

10. WARRANTY CLAIM PROCEDURE: For warranty support, contact the authorised dealer from which the item was purchased.

For EGGs purchased in countries outside Europe, warranty claims are handled by an authorised dealer or distributor in the country of purchase. Please refer to the INTERNATIONAL section of the Big Green Egg website at BigGreenEgg.com to locate the authorised international Big Green Egg distributor in your particular region. Warranty claims must be made through an authorised dealer or distributor within the original country of purchase. Do not ship or mail any components for a warranty claim before

contacting an authorised dealer or distributor, as in some cases it may not be necessary to return the warranted part.

11. INFORMATION REQUIRED FOR CLAIM: A purchase receipt showing the date of purchase and the name of the authorised dealer from which the EGG or other Big Green Egg product was purchased must be provided with any warranty claim, along with an accurate description of the problem or the defective part. For warranty purposes, an original purchaser is the person whose name appears on the purchase receipt and who has registered their Big Green Egg warranty as required.

12. SHIPPING AND DELIVERY: Big Green Egg is not liable for shipping, delivery charges, labour, packaging costs, export/import duties, VAT or any levied taxes resulting from any warranty claim, service, repair or return, unless authorised in writing by Big Green Egg.

13. VOIDING THE WARRANTY: Any unauthorised modifications or alterations to an EGG will void the warranty. This includes drilling holes or tampering with any of the parts; using any parts inside the EGG other than authentic Big Green Egg components; or using any internal components in any way other than as intended by the manufacturer. Modifying or substituting any internal components, including the fire grate and fire ring, will void the warranty, and Big Green Egg expressly disclaims any liability for any direct, indirect, incidental or consequential damage which may result. The pouring of lighter fluids or any flammable mixture onto or into an EGG will void the warranty. This practice is dangerous and may result in damage or personal injury. Please see 'Safety tips' at BigGreenEgg.eu.

14. DELAY OR DEFAULT: Big Green Egg is not be liable for any delay or default in Big Green Egg's performance under the warranty caused by any event or contingency beyond the control of Big Green Egg, including, without limitation, acts of God, war, government restrictions or restraints, strikes, fire, floods, transportation delays or reduced supply of materials.

15. LIMITATIONS: This limited warranty is non-transferable. There are no other warranties, express or implied, except as specifically stated in this warranty or as may be provided for under statutory rights which vary from state to state and country to country. Big Green Egg does not authorise any person or representative to make or assume for Big Green Egg any obligation or liability in connection with the sale of any EGG or Big Green Egg product. Warranties, whether written, oral, expressed or implied, are not extended to persons who obtain the product from any source other than Big Green Egg or from an authorised Big Green Egg distributor or dealer, or through an authorised Big Green Egg promotion.

Purchasing and/or accepting delivery of any Big Green Egg product from unauthorised dealers or online resellers will void the warranty associated with that product. The Big Green Egg is not sold at discount outlets, discount chain stores, online or by e-commerce stores, and any product purchased from any such retailer is not covered under warranty. Authorised dealers can be verified at the BigGreenEgg.eu website.

16. BIG GREEN EGG'S OBLIGATIONS: The repair or replacement of parts in the manner and for the period of time stipulated hereunder will constitute the fulfilment of all

warranty obligations and/or any direct and derivative liabilities of the Big Green Egg. A purchaser's exclusive remedy for any breach of this warranty or of any other implied warranty is limited as outlined herein to replacement or repair of the component, shipped to the purchaser at the purchaser's expense.

17. LIMITATIONS: TO THE MAXIMUM EXTENT ALLOWED BY LAW, ALL STATUTORY, EXPRESSED OR IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WILL NOT EXTEND BEYOND THIS WARRANTY. LIABILITY FOR INCIDENTAL, SPECIAL AND CONSEQUENTIAL DAMAGES IS EXCLUDED.

Some states and/or countries do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

18. REGISTERING THE WARRANTY: Warranty registration is available at BigGreenEgg.eu. Failure to register the EGG at BigGreenEgg.eu or to register your purchase by other means that may be made available by Big Green Egg, will invalidate your warranty. If you require a printed form to mail in, please contact any authorised dealer or distributor. The warranties as specified herein contain all your specific legal rights under the Big Green Egg limited lifetime warranty. However, you may enjoy other rights which vary from state to state and country to country.

19. HEADINGS: The headings used in this warranty are for convenience only, and will not alter the provisions of the warranty.