



## Warranty Policy

### Pyrolino One (1) year Limited Warranty

Important: By using Pyrolino portable stove or any other Pyrolino accessory (“Product” or “Products”) you are agreeing to be bound by the terms of Pyrolino One (1) year (“Warranty Period”) Limited Warranty (“Warranty”) as set below.

Do not use the Product until you have read the terms of the warranty. If you do not agree to the terms of the warranty, return the product to the authorized retailer where you purchased it for a refund. For more information about Pyrolino’s return & refund policy, please visit [www.pyrolino.com/returns](http://www.pyrolino.com/returns).

#### 1. What is covered?

Axinar, Inc. of Bi.Pa Oraiokastrou 1055, 57013, Thessaloniki, Greece (“Pyrolino”) warrants the Products against defects in materials and workmanship under normal use for a period of one (1) year (“Warranty Period”) from the original purchase date in accordance with Pyrolino’s product use guidelines. Pyrolino’s product use guidelines include, but are not limited to, information in technical specifications and user manuals.

#### 2. What is not covered?

Pyrolino warranty does not cover any damages or malfunction arising from a) Normal Wear or otherwise due to the normal aging of the Product, b) Accident, c) Fire, d) Liquid contact, e) Earthquake, f) Lack of care, g) Damage from unauthorized repair, h) Product modifications without the written permission of Pyrolino, i) Product purchased from unauthorized retailers, j) Failure to follow instructions relating to Pyrolino’s Product Use guideline stated on its manual, k) If any serial number has been removed from the packaging, l) if you cannot prove in any way that you are the authorized user of the product. Warranty is non-transferable and applies only to the original end user purchaser.

#### 3. What will Pyrolino do in the event of warranty is breached?

In case a warranty claim is made during Warranty Period, Pyrolino reserves the right, at its sole discretion, to decide whether to:

- i. Repair the Product at Pyrolino’s own expense.
- ii. Replace the Product with the same model.

iii. Exchange your Product with a refund of your purchased price.  
Please refer to our Return & Refund policy, found at [www.pyrolino.com/returns](http://www.pyrolino.com/returns).

#### 4. How to claim warranty service?

Warranty claims must be directed only to Pyrolino within the Warranty Period.

In order to file a warranty claim, you have to contact Customer Service at [support@pyrolino.com](mailto:support@pyrolino.com), explaining the defect/s, stating as email subject: Warranty. Pyrolino may ask you to submit certain number of photos of the Product, depending on the defect/s, as well as the Product Serial Number. Then you will be issued a RMA (Return Materials Authorization) Number and notified to ship your Product, including the original or a copy sales retailer receipt. Mind that in case no receipt is provided, Pyrolino reserves the right to deny warranty service.

Once the Product is received, Pyrolino will review your claim (typically within 5-7 business days) to determine whether the returned Product conforms to the warranty policy.

If Pyrolino determines, at its sole discretion, that your Product is not eligible for service under the warranty breach, Pyrolino will ship the Product back to you at its own expense.

If Pyrolino determines, at its sole discretion, that your Product is eligible for service under the warranty breach, Pyrolino will decide on how to remedy the defect. Please, refer to paragraph 3 for more information regarding the remedies.

Any cost related with customs fees, taxes, duties etc. is covered by the Customer.

A tracking number should be provided to Pyrolino after the shipment of the returned product. Pyrolino is not liable for Products that are damaged or lost in transit to Pyrolino's service center. You will be notified that the service is completed.

No Pyrolino reseller or employee is authorized to make any modification, extension, or addition to this Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This Warranty is governed by and construed under the laws of the country in which Pyrolino Product purchase took place. Pyrolino is the warrantor under this Warranty.