

Warranty Information

All Beyond Cold chillers and plunge tub packages include a one-year warranty. Select packages may offer an optional extended warranty for an additional fee, based on your specific purchase.

Beyond Cold warrants our products to be free from defects in materials and workmanship. The warranty term begins on the date of purchase. This limited warranty does not cover any damage, deterioration, or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, abuse, accident, neglect, exposure to excess moisture, fire, improper packing and shipping (such claims must be presented to the carrier), lightning, power surges, or other acts of nature.

Beyond Cold's warranty liability is limited to the replacement cost of the product. We will not be liable for any consequential, indirect, or incidental damages of any kind, including lost revenues, lost profits, or other losses in connection with the product. Some states do not allow limitation on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so these limitations or exclusions may not apply to you.

Beyond Cold will, at our discretion, repair or replace any chiller or package component covered under this warranty. To request warranty service, please contact our technical support team at: support@beyondcold.com.

Shipping and Handling for Warranty Repairs

If this product is returned to Beyond Cold for repair, the customer is responsible for shipping charges to send the product to our facility. Proper packaging is required for safe transport, and the product must be insured during

shipment. The customer assumes all risks of loss or damage during shipment. Once received, Beyond Cold will repair or replace the product at our discretion and cover the cost of shipping it back to you within the continental 48 states. Additional shipping surcharges may apply for locations outside the continental 48 states.

Beyond Cold is not responsible for costs related to removing or reinstalling this product in any setup or for costs associated with product setup, user adjustments, or installation.

Warranty Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, BEYOND COLD SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF APPLICABLE LAW DOES NOT ALLOW BEYOND COLD TO DISCLAIM IMPLIED WARRANTIES, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AS PROVIDED UNDER SUCH LAW.

This limited warranty is void if (i) the label bearing the serial number of the product has been removed or defaced, (ii) the product is not distributed by Beyond Cold, or (iii) the product was not purchased from an authorized Beyond Cold reseller. If you are unsure whether your reseller is authorized, please contact us for verification.