

# The Holland Grill NO-Hassle Limited Warranty



Your Holland grill, when subjected to normal residential use, is warranted to the original purchaser to be free from factory defects in workmanship and materials. Your Holland grill is also

**guaranteed to perform as advertised during the first 30 days.**

If The Holland Grill Company (subsequently referred to as The Company, or Holland) cannot correct the performance problem, we will refund 100% of the purchase price, pursuant to the terms of the warranty.

- **The cooking grid and cast iron burner are warranted to the original purchaser for the lifetime of the grill!**
- **The grill bottom shell and top shell are warranted against rust-through or burn-out to the original purchaser, for 5 years on the Holland Epic Grill, or 15 years on the Holland Apex grill.**
- **All other functional parts are warranted against defects for a period of one-year from the date of purchase.**

**This warranty will be valid when the purchaser returns a warranty card to The Company within 30 days of purchase. All parts under this warranty will be replaced free of charge during the first year. The obligation of The Company under this warranty is to repair or replace, at its option, the defective part during the warranty period.**

**After the warranty period, you can easily identify and order any replacement parts you may need at [www.hollandgrill.com](http://www.hollandgrill.com).**

The following will not be covered under this warranty: related labor charges, damage resulting from negligent or improper use of the product paint or cosmetics, use of improper fuel/gas supply, use not in accordance with operating instructions, or alteration of any part by anyone other than a Company representative. Repair or replacement does not extend the warranty period.

**Special “No Flare-up” Warranty:** The Company further warrants to the original purchaser that, during the functional parts term of this warranty, the drip pan section of the Holland grill will not flare-up, provided you use your grill under normal, non-commercial conditions and follow all manufacturer’s instruction regarding the care and maintenance of the grill. If a flare-up occurs, simply contact the dealer from which you purchased your Holland grill (or the Holland grill dealer nearest you), together with proof of purchase. Upon inspection by a Holland authorized representative, and confirmation of the flare-up in the drip pan section, at our option, the company will: either refund 100% of the original purchase price, replace the parts that are causing the flare-ups, or replace your Holland grill with a new Holland grill of the same or comparable model. This no flare-up warranty applies only to flare-ups of edible foodstuffs from the drip pan and does not apply to any fire from flammable, toxic or poisonous substances unfit for human consumption.

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## Register your new Holland Grill

You may register at [www.hollandgrill.com](http://www.hollandgrill.com) or by mail with this form.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

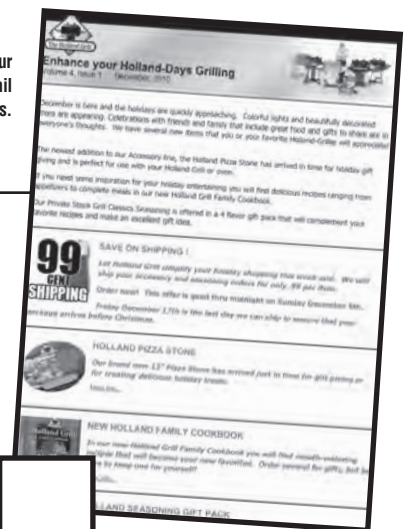
City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

Dealer/Store Name: \_\_\_\_\_

e-mail address \_\_\_\_\_

The Holland Company does not sell your personal information, phone number or e-mail address to mailing lists.



**IMPORTANT: list your model number and serial number below.**

Model No.: \_\_\_\_\_

Serial No.: \_\_\_\_\_

(stamped on metal plate inside cabinet)

Check this box and add your e-mail address here to receive our FREE “What’s Cooking at Holland” e-newsletter. It features specials, promotions, recipes and fantastic grilling tips. You’ll love it.

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**Warranty procedure:** Within 30 days of purchase, send in the warranty card.

**For on-line warranty service:** go to [www.Hollandgrill.com](http://www.Hollandgrill.com).

**For personal service:** you may also contact the company at 919-557-2001. Please have your model number, serial number and date of purchase available when requesting warranty service.

**What the company will do:** If The Company determines that a part is defective, Holland will, at its option, either repair or replace the defective part. If for any reason during the warranty period, the part cannot be repaired after a reasonable number of attempts by Holland, or if a replacement part is not available, Holland may ask you to return the grill, freight pre-paid, and will, at our option, send you a comparable grill or refund the purchase price of your Holland grill, reduced pro-rata, based on the number of months of service. All shipments will be to the original purchaser.

**This warranty will be void, and Holland will assume no liability for any damage or injury that results from (1) tampering with or alteration of the grill, (2) abuse, misuse, neglect, or accident, (3) any commercial or other unintended use of the grill, or (4) failure to follow manufacturer's instructions concerning care and maintenance (please consult your use & care manual), or failure to follow local codes.**

Product repair or parts replacement at the option of the Holland Grill Co. is the exclusive remedy under this warranty. The Company shall not be liable for any incidental or consequential damages resulting from the use or transportation of any Holland grill, or for breach of any express or implied warranty on the Holland grill. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose of this product is limited to the duration of the above warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to certain purchases. This warranty gives the purchaser specific legal rights, and there may be other rights which vary from state to state.

## **Pool chemicals, cleaners and atmospheric conditions disclaimer.**

**Materials - pool chemicals - corrosion:** Be aware that various chemical exposure and/or atmospheric conditions may cause corrosion or discoloration on surfaces or components of this product. Pool stores in particular, with high concentrations of chemicals, may cause visible damage to this product. The Holland Company, Inc. does not warranty against surface or component degradation or discoloration by exposure to atmospheric conditions, pool or other chemicals, or cleaning solutions. Damage due to the display, storage or use of this product from exposure to known or unknown chemicals or atmospheric conditions are not covered by warranty.



**The Holland Co., Inc.**  
121 Thomas Mill Road Holly Springs, NC 27540

**Place  
Stamp  
Here**

**The Holland Co., Inc.**

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Holly Springs, NC 27540