

# Cozoc Warranty Process



## Policy and procedure for service, repair, parts claims for items under 1 year factory warranty

Cozoc Group Inc offers a one year limited warranty. Cozoc Group Inc policy for service repair or parts must be submitted directly to Cozoc Group Inc at office1@cozoc.com with complete details including serial number, date of purchase, error codes and pictures. **Service repair calls must be approved by Cozoc Group Inc prior to any service repair appointment.** In order to assure a quick turn around, Cozoc Group Inc. will assist to troubleshoot the problems over the phone or via email. This process helps our service department determine what parts are required to service unit. Once determined, Cozoc Group Inc will send out necessary parts and then dispatch a Cozoc approved service technician.

Please Note: in order to process any service repair or parts claim in a timely manner all procedures listed above must be completed prior to dispatching a service technician. Cozoc Group Inc. replacement parts carry 90 day warranty.

1. Date of purchase/with original sale receipt to customer.
2. Model number.
3. Dealer/business unit was purchase from.
4. Serial number.
5. Detailed description of problem.
6. Photos are required.
  - ◆ Photo of set-up temperature on display or any error code.
  - ◆ Run for 45 minutes, take photo of temperature reading on display.
  - ◆ If applicable, photos of water pan area and photo with water pan removed; take full view photo of the well including the element and sensors.

Thank you for understanding our Policy and Procedure.

\_\_\_\_\_Print

\_\_\_\_\_Sign

\_\_\_\_\_Rep/Dealer/Distributor

Cozoc Group Inc. Warranty is non-transferable. Warranty covers any original part that is found to be defective in material or workmanship and will be determined at Cozoc's digression. Cozoc does not cover replacement of light bulbs or display case glass due to damage of any kind, Cozoc Group Inc will not be responsible any cost & fees.