

Limited One-Year Warranty

Soul of India, INC provides a limited warranty on the DosaMaker ("Product(s)") for a period of one (1) year from the purchase date appearing on the sales invoice ("Date of Purchase") as further described below. The term Soul of India, as used herein, refers to Soul of India, INC, parents, affiliates, or subsidiaries ("Soul of India").

1. LIMITED WARRANTY

This Product is warranted to be free of defects in materials or workmanship under normal household use for a period of one (1) year from the date of original purchase ("Warranty Period"). This Limited Warranty is extended only to the original consumer purchaser of the Product, who purchased the Product at www.DosaMaker.com or an authorized retailer, and is not transferable. Except as otherwise required under applicable law, this Limited Warranty is not available to retailers or other commercial purchasers or owners. Soul of India makes no other warranty, express, implied, written, oral or any other kind whatsoever, with respect to Products, including without limitation, any implied warranty of Merchantability, usage, or fitness for any particular purpose. Any implied warranty that may or may not be disclaimed by operation of law is limited in duration to the Warranty Period. Soul of India's liability will not exceed the purchase price of the Product.

For a period of one (1) year from the date of original purchase of the Product, should your Product prove to be defective under the terms of this Limited Warranty, Soul of India will, at its option, either (i) repair the Product using new or refurbished parts, or if Soul of India deems necessary, (ii) replace the Product with a new or refurbished comparable model. For purposes of this Limited Warranty, "refurbished" means any Product or part that has been returned to its original specifications. Repaired or replaced Products or parts are warranted by Soul of India for the balance of the original Warranty Period or ninety (90) days from the date of warranty service, whichever is longer, and pursuant to the same terms and conditions of this Limited Warranty. Any parts or Products replaced under this Limited Warranty will become the property of Soul of India. In the event of a defect, these remedies are the purchaser's exclusive remedies under this warranty.

If a Product fails outside the Warranty Period, or is otherwise not covered by this Limited Warranty, you should email Soul of India at hello@DosaMaker.com or call 1-888-406-5998 to arrange for repair assistance.

2. WARRANTY SERVICE

To obtain warranty service, you must send an email message to hello@DosaMaker.com with your name, email address, mailing address, telephone number, the model number (located on the bottom of the Product) of the Product, your original purchase date, description of the Product defect, and copy of the retail sales receipt or invoice showing the Product, model number, payment, and date of original purchase ("Proof of Purchase"), and any other information pertinent to the Product's return. You can also call 1-888-406-5998 to speak to a Soul of India customer care representative.

Soul of India will respond with instructions on how to send your Product for evaluation and provide a Return Merchandise Authorization number. You will be responsible for the shipping and handling costs associated with sending your Product to Soul of India for evaluation, and for Product shipped back to you. Any Product sent to Soul of India for evaluation should be packaged in the original packaging or packaging affording an equal degree of protection. For added protection and secure handling of any Product that is being returned, we recommend you use a traceable, insured delivery service. Soul of India cannot be held responsible for in-transit damage or for packages that are not delivered to us. Lost and/or damaged Products are not covered under this Limited Warranty.

3. WARRANTY LIMITATIONS

This Limited Warranty expressly excludes any defects or damages resulting from misuse; mishandling; neglect; excessive wear and tear, including damage caused by maintaining, operating, cleaning, or using the Product in a manner not in accordance with the printed material provided by Soul of India with the Product; accident; commercial use, including without limitation use in restaurants, hotels, food trucks, or other business capacities; improper service; modification; use of accessories, replacement parts, or repair service other than those that have been authorized by Soul of India, INC; and any other damage caused by anything other than defects in materials or workmanship during ordinary consumer use. Any damage, including discoloration, to any non-stick surface, glass parts, and accessory items packed with the Product are excluded from this Limited Warranty. Products used or serviced outside the country of purchase are excluded from this Limited Warranty. This Limited Warranty is only valid in the United States.

4. LIMITATION OF LIABILITY

This Limited Warranty excludes all incidental, special, or consequential damages. Neither Soul of India nor its affiliates, authorized distributors, authorized retailers, authorized service providers, nor its officers, directors, agents, or employees thereof, shall be liable for any incidental, special, or consequential damages or other losses, whether in an action in contract, tort, or otherwise resulting from the use, misuse, malfunction, or defect of any Product or any breach of any express or implied warranty or condition of this Product. Any liability is expressly limited to an amount equal to the purchase price paid whether a claim, however instituted, is based on contract, indemnity, warranty, tort (including negligence), strict liability, or otherwise.

Except to the extent prohibited by applicable law, all implied warranties and conditions, including without limitation, implied warranties and conditions of merchantability and fitness for a particular purpose or use on this Product are limited in duration to the duration of this warranty.

Some states or jurisdictions do not allow the exclusion of 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 you. This Limited Warranty gives you specific legal rights and you may have other rights under the laws of your state or jurisdiction.

5. GOVERNING LAW, ARBITRATION, CLASS ACTION WAIVER

This Limited Warranty supersedes any other agreement, written, oral or otherwise between the original purchaser of the Product and Soul of India. The validity, construction, and performance of this Limited Warranty is governed by, and to be construed in accordance with, the laws of the State of Pennsylvania without giving effect to any principles of conflicts of law. All claims and disputes arising under or relation to the sale, purchase or use of Products, or the this Limited Warranty, are to be settled by binding arbitration in the state of Pennsylvania or another location mutually agreed to by the parties. The parties waive any right to consolidate or coordinate any action or to prosecute any action on behalf of class. The arbitration shall be conducted on a confidential basis pursuant to the Commercial Arbitration Rules of the American Arbitration Association ("AAA") by a single arbitrator mutually agreed upon by the parties and shall include a written record of the arbitration hearing. If the parties cannot agree upon an arbitrator within sixty (60) days of a party's initial demand for arbitration, the AAA shall appoint an arbitrator. Any decision or award as a result of any such arbitration proceeding shall be in writing and shall provide an explanation for all conclusions of law and fact and shall include the assessment of costs, expenses, and reasonable attorneys' fees. Final awards issued by the arbitrator in such action may be confirmed in any court of competent jurisdiction.

6. ASSISTANCE

If you have any questions or comments, please contact Soul of India Customer Care by sending an email message to hello@DosaMaker.com or by calling 1-888-406-5998.