



# Limited Warranty

Valid only in the Continental United States | Rev. 04/2020

## 2 Year Limited Warranty

Regency Gas Hoses warrants to the original purchaser of new items, that covered models will be free of defects in material and workmanship for a period of 2 years from the original date of delivery. Warranty coverage is only valid in the contiguous United States to commercial customers when installed by a qualified and licensed professional. Warranty is not transferrable. Regency will provide replacement components, a replacement item, or refund the purchase price of the equipment at Regency's discretion to satisfy warranty obligation.

In order to obtain warranty service, Regency Gas Hoses requires that all items in question be returned to the place of purchase. A valid RMA is required. Failure to return the item or obtain a valid RMA will delay replacement or repair, or void warranty coverage.

## Covered Series of Equipment

This warranty applies to all Regency Gas Hoses mobile and stationary hose kits, fittings, and accessories.

## Coverage Limitations

The 2 year limited warranty does not cover:

- Failure to install and/or use equipment within proper operating conditions specified by Regency. This includes failure due to improper gas pressure.
- Products installed in non-commercial or residential applications.
- Products that were not installed by a qualified and licensed professional.
- Products that have been modified, abused, or misused.
- Items sold or used outside of the contiguous United States, items purchased second-hand, items sold by an unauthorized reseller, and items expressly sold without warranty coverage.
- Products for which warranty coverage cannot be verified. An original order number, receipt, or project specification along with proof of professional installation is required to verify warranty coverage.
- Products for which an RMA is not obtained prior to returning to the place of purchase.

This warranty does not cover labor or any other service charges related to diagnosing and repairing defects. This warranty covers any applicable shipping charges. Regency requires defective items to be returned at Regency's expense for diagnostic and quality assurance purposes.

Additionally no claims may be made for damage or defects caused as a result of freight or handling damage. These claims must be noted at the time of delivery and addressed with the carrier for correction and compensation.

Regency will not be liable to the purchaser or any other parties for any loss of product, consequential damage, lost business, and other expenses.

## For Warranty Inquiries or Service:

To obtain warranty service, contact the location where you purchased the product.

*www.WebstaurantStore.com:*

Call 717-392-7472. You must have your order number ready when contacting.

*The Restaurant Store:*

If you purchased this product from your local store location, please contact your store directly.

*www.TheRestaurantStore.com:*

If you purchased this product online, call 717-392-7261. You must have your order number ready when contacting.

*Clark Food Service Equipment, PRO Marketplace, Hometown Provisions:*

Please contact your account manager directly. If you do not know your account manager, please call 717-392-7363 for CFSE and Pro Marketplace or 717-464-4165 for Hometown Provisions