

## **LIMITED WARRANTY**

Hy Cite Enterprises, LLC ("Hy Cite") provides a limited warranty (as described below) on Hy Cite products purchased from an Independent Authorized Distributor. Coverage under this limited warranty is exclusively granted to the original customer owner of the products (purchased directly or received by gift). Likewise, limited warranty coverage may only be transferred to immediate family members and coverage will be void if the product is sold or transferred to non-immediate family, or if it was purchased from an unauthorized retailer or channel.

**Stainless Steel Cookware and Related Pieces:** Hy Cite warrants that your Royal Prestige® stainless steel cookware and related pieces will be free from defects in material and workmanship and will not permanently stain, rust, chip, melt, break or crack for 50 years from the date of purchase; except that coverage for the Royal Prestige® silicone cover gasket (where available) is limited to 1 year from the date of purchase.

**Royal Prestige® MultiPan:** Hy Cite warrants that the Royal Prestige® MultiPan (except the silicone cover gasket, where available) will be free from defects in material and workmanship and will not permanently stain, rust, chip, melt, break, or crack for 50 years from the date of purchase. The Royal Prestige® silicone cover gasket is limited to 1 year from the date of purchase.

**RoyalCore™ Electric Skillets :** Hy Cite warrants that your Royal Prestige® RoyalCore Electric Skillet (except electrical parts) will be free from defects in material, and workmanship, and will not permanently stain, rust, chip, melt, break or crack for 50 years from the date of purchase. Electrical parts are warranted to be free from defects in material and workmanship for 1 year from the date of purchase.

**Deluxe Easy Release Cookware:** Hy Cite warrants that your Royal Prestige® Deluxe Easy Release cookware (except silicone gasket) will be free from defects in material and workmanship for 5 years from the date of purchase. Damages, including nonstick deterioration, discoloration, warping, metal separation, stains, discoloration, scratches or broken glass resulting from failure to follow use and care instructions relating to overheating, thermal shock, drops, use of abrasive cleaning utensils or agents and dishwasher use are excluded. Minor imperfections and color variations do not affect performance and are excluded.

**Royal Prestige® Perfect Pop:** Hy Cite warrants that your Royal Prestige® Perfect Pop will be free of defects in workmanship or materials for 3 years.

**Royal Prestige® Smart Temp:** Hy Cite extends a limited 2-year Royal Prestige® Smart Temp Surface Thermometer warranty, reflecting our commitment to quality and customer satisfaction. This limited warranty covers the mechanical parts of the Royal Prestige® Smart Temp Surface Thermometer, including the stainless steel housing, dial mechanism, and tempered glass dome, ensuring they are free from defects in materials and workmanship under regular household use. The limited warranty does not cover damage caused by customer misuse, unauthorized modifications, improper handling, or use in conditions exceeding the thermometer's recommended temperature limits. It also excludes damage from environmental factors not conducive to the thermometer's intended use. Specific exclusions are, improper use or handling, including non-cooking surface measurements or industrial settings, Exposure to temperatures beyond maximum rating, potentially damaging the bi-metallic coil or glass dome, damage from physical impact or dropping, affecting the glass dome or housing, exposure to harsh chemicals or corrosive substances, water damage or excessive moisture, particularly if the seal is compromised, mishandling during cleaning with abrasive materials or harmful cleaning agents, unauthorized modifications, repairs, or disassembly. During the warranty period, if a defect is identified in covered components and a valid claim is submitted, Hy Cite will replace the defective components at no additional cost to the customer.

**Royal Prestige® Warmer Pro:** Hy Cite warrants that the Royal Prestige® Warmer Pro will be free from defects (excluding the battery) in material and workmanship for 5 years from the date of purchase. The battery is warranted to be free from defects in material and workmanship for 1 year from the date of purchase. Replacement batteries can be purchased through Royal Prestige® Independent Authorized Distributors.

**Royal Prestige® Precision Cook:** Hy Cite warrants that your Precision Cook will be free from defects in material and workmanship for 1 year from the date of purchase.

**Royal Prestige® Pressure Cooker and Related Pieces:** Hy Cite warrants that the cooker base, stainless steel lid and retaining cover of your Royal Prestige® Pressure Cooker will be free from defects in material and workmanship for 50 years from the date of purchase. Plastic parts, such as the valve, 3 clamp system and handles will be free from defects in materials and workmanship for 10 years from the date of purchase. The silicone ring, gaskets, and all seals will be free from defect in material and workmanship for 6 months from the date of purchase. Where the limited warranty applies and Hy Cite elects to replace the product, the replacement provided will

correspond to the model originally purchased. The model can be identified on the base of the pot. However, this does not limit Hy Cite's discretion to repair or replace the product, as detailed in the Limited Warranty Performance section.

**Cutlery, Cutlery Sharpener, Knife Block, Kitchen Tools and Food Cutter:** Hy Cite warrants that your Cutlery, Cutlery Sharpeners, Knife Blocks, Tools, and Food Cutters will be free from defects in materials and workmanship for 50 years from the date of purchase. Silicone parts, such as the spatula heads, have a limited warranty of 2 years from the date of purchase. Note: Cutlery should be able to maintain a keen cutting edge provided they are used properly and periodically sharpened professionally or using your Cutlery Sharpener.

**Cutting Boards:** Hy Cite warrants your Royal Prestige® Cutting Boards will be free from defects in material and workmanship for 2 years from the date of purchase.

**Flatware:** Hy Cite warrants that your Royal Prestige® Flatware will be free from defects in material and workmanship, and will not permanently stain, chip, break or melt for 50 years from the date of purchase.

**Royal Prestige® ExperTea:** Hy Cite warrants that your ExperTea will be free from defects in material and workmanship for 50 years from the date of purchase. Scratches, minor imperfections, and color variations due to overheating, drops, or use of abrasive cleaning utensils do not affect performance and are excluded.

**Royal Prestige® Barista:** Hy Cite warrants that your Barista will be free from defects in material and workmanship for 50 years from the date of purchase. Scratches, minor imperfections, and color variations due to overheating, drops, or use of abrasive cleaning utensils do not affect performance and are excluded.

**Royal Prestige® BaristArt Kit:** Hy Cite warrants that your BaristArt Kit will be free from defects in workmanship for 1 year from the date of purchase.

**Royal Prestige® Power Blender Max, Tritan Jar, and Max Cup:** Hy Cite warrants that your Power Blender Max, Tritan Jar, and Max Cup (except for tamper, removable power cord, and silicone gasket) will be free from defects in material and workmanship for 7 years from the date of purchase. The tamper and removable power cord are warranted to be free from defects in material and workmanship for 2 years from the date of purchase. The silicone gasket is warranted to be free from defects in material and workmanship for 1 year from the date of purchase. Changes in jar color or appearance do not affect performance.

**Royal Prestige® Fresh Max:** Hy Cite warrants that your Fresh Max will be free of defects in workmanship or materials for 2 years from the date of purchase.

**Royal Prestige® Power Blender Go Plus:** Hy Cite warrants that your Power Blender Go will be free of defects in workmanship or materials for 2 years from the date of purchase.

**Royal Prestige® Espresso:** Hy Cite warrants that your Royal Espresso will be free from defects in material and workmanship for 1 year from the date of purchase.

**Glassware:** Hy Cite warrants that your Glassware will not break, crack, chip, scratch or fade for 50 years from the date of purchase. If any piece of your Glassware breaks, you can obtain a replacement piece for just a shipping and handling fee. If replacement pieces are not available, you can make a piece-by-piece exchange of your set for a new pattern of equivalent value.

**Chinaware:** Hy Cite warrants that your Dinnerware will not chip for 50 years from the date of purchase. If any piece of your Dinnerware chips, simply return the piece(s) to Hy Cite Enterprises, LLC, and pay a per piece fee to cover shipping and handling. If your Dinnerware breaks, cracks, scratches or fades, you can obtain replacement pieces for 50% of the suggested retail price. If replacement pieces are not available, you can make a piece-by-piece exchange of your set for a new pattern of equivalent value.

**Water Filtration Systems:** Hy Cite warrants that the base assembly, housing and spout assembly of your Water Filtration Systems will be free from defects in material and workmanship for 15 years from the date of purchase. Hy Cite also warrants that your Water Filtration Systems cartridges will not become clogged for 90 days from the date of purchase. Electrical parts are warranted to be free from defects in material and workmanship for 1 year from date of purchase. **Note:** Maintenance parts for your Water Treatment Systems (including diverter valve and hose assembly, and rubber o-rings) may need replacement, not because of defects, but because

hard-water minerals may clog valves; and harsh chemicals in tap water can cause rubber o-rings and hoses to become brittle. Maintenance parts may be replaced at one-half (50%) of the current retail price.

**Royal Prestige® FrescaFlow:** Hy Cite extends a comprehensive 5-year limited warranty on the Royal Prestige® FrescaFlow Reverse Osmosis System, affirming our dedication to quality and customer service excellence with our premium product line. This limited warranty offers retroactive coverage effective from the date of purchase for existing Royal Prestige® FrescaFlow customers. Limited Warranty is only valid if all parameters specified in the Customer Eligibility and Acknowledgement form are met at the time of sale, including but not limited the water supply being municipal only. This limited warranty specifically covers the mechanical parts, electrically operated water valves, display, control board, and pump for the Royal Prestige® FrescaFlow Reverse Osmosis System. These components are assured to be free from defects in materials and workmanship under regular household use for the duration of the limited warranty. The limited warranty does not apply to damage caused by the customer, unauthorized modifications, improper installation, or external leaks. It also excludes damage resulting from non-compliance with use and care instructions. This limited warranty is contingent upon the Royal Prestige® FrescaFlow Reverse Osmosis System being connected to a municipal water supply. Using the product with water from a private well will void the warranty. Additionally, the water source and the installation environment must pass the pre-sales eligibility screening performed by an authorized Royal Prestige® Independent Authorized Distributor. To maintain limited warranty validity, customers are required to properly maintain the machine. Filters must be replaced according to the product manual. Proper fitting filter with performance similar or comparable to Royal Prestige® brand filters must be used. Proof of such maintenance or filter replacement may be requested to validate a limited warranty claim. Hy Cite also warrants that Royal Prestige® filter cartridges will not become clogged for 90 days from the date of purchase. During the limited warranty period, if a defect is identified in covered components and a valid claim is submitted, Hy Cite will replace the unit with a new Royal Prestige® FrescaFlow. Hy Cite will not cover individual part repairs or replacement. Hy Cite will provide Customer with return instructions and a pre-paid shipping label. Customer must uninstall the Royal Prestige® FrescaFlow system and remove the filter cartridges before shipping back product. Deinstallation and installation costs are not covered by Hy Cite and will be the responsibility of the Customer.

**Shower Filter:** Hy Cite warrants that your Shower Filter will be free from defects in material and workmanship for a period of 1 year from the date of purchase.

**Juice Extractor:** Hy Cite warrants that the motor of your Royal Prestige® Juice Extractor will be free from defects in material and workmanship for a period of 10 years from the date of purchase. All other components are warranted to be free from defects in material and workmanship for 2 years from the date of purchase.

**Juice Squeezer:** Hy Cite warrants that your Juice Squeezer will be free from defects in material and workmanship for a period of 2 years from the date of purchase.

**Bakeware Set:** Hy Cite warrants that your Royal Prestige® Bakeware Set will be free from defects in material and workmanship, and will not permanently stain, rust, chip, melt, break or crack for 50 years from the date of purchase.

**Kitchen Tool Set:** Hy Cite warrants that your Royal Prestige® Kitchen Tool Set will be free from defects in material and workmanship for a period of 1 year from the date of purchase.

**Air Filtration System:** Hy Cite warrants that your Royal Prestige® Air Filtration System will be free from defects in material and workmanship for 1 year from date of purchase.

**Accessory Products:** Hy Cite warrants that your accessory products (to include double wall coffee mugs, sugar/creamer sets, etc.) that are not Cutlery or Gadgets will be free from defects in material and workmanship for a period of 1 year from date of purchase.

**Royal Prestige® Mixing Bowls:** Hy Cite warrants its Royal Prestige® Mixing Bowls to be free from defects in material and workmanship for a period of 5 years from the date of purchase. The lids and the included grating blades are warranted against defects in material and workmanship for 1 year from the date of purchase.

**Limitations on Coverage:** The Hy Cite warranties cover only normal household use, meaning, for example, the warranties shall be void if your covered product has been damaged by neglect or improper assembly, maintenance, or servicing, or repair by unauthorized persons or used for commercial purposes. Warranty coverage is limited to those products which have been paid in full and to products

under accounts in good standing. Hy Cite may, at its option, deny warranty coverage if your covered product is returned to our Service Center in an unsanitary or hazardous condition preventing proper inspection of your product.

**Implied Warranties:** ANY IMPLIED WARRANTIES WHICH THE PURCHASER MAY HAVE ARE LIMITED IN DURATION TO THE SAME DURATION AS THE WRITTEN WARRANTY DESCRIBED ABOVE FOR YOUR COVERED PRODUCT. Some states do not allow limitations on how long an implied warranty lasts; accordingly, the above limitation may not apply to you.

**Limited Warranty Performance:** Should your covered product need warranty, call the Service Center (1-800-280-9709) to receive a pre-authorization number. Hy Cite will, at its option, either repair or replace the product. Hy Cite may replace the product with any equivalent product or with a product incorporating a new technology or design. You are responsible for the shipping cost to return the product to Hy Cite. In the event that Hy Cite denies coverage for any of the reasons stated herein, you are responsible for the shipping cost to return the original product to you. Hy Cite will ship the original product to you only upon first receiving from you the cost of shipping and handling.

**Return of Product:** To obtain limited warranty service, return the product to our Service Center:

Hy Cite Enterprises, LLC  
Royal Prestige Service Center  
2115 Pinehurst Drive  
Middleton, WI 53562

**Damage in Shipment:** Hy Cite will replace any covered product damaged in shipment free of charge if you notify Hy Cite within 30 days after your receipt of the product. Simply contact the Royal Prestige Service Center. As a condition to replacement, Hy Cite may require you to make the damaged product available for pick-up at Hy Cite's expense.

**Purchase Option:** If your covered product is damaged by fire or storm, or is stolen, you may purchase new replacement product at one-half (50%) of current retail price. A valid police or fire report is required for discounted purchase.

**Limitation of Remedies:** No person is authorized to assume for Hy Cite any other liability in connection with the sale of covered products. Repair or replacement, at Hy Cite's option, shall be your remedy under this limited warranty and in no event shall Hy Cite be liable for any incidental or consequential damages, losses or expenses. Some states do not allow the exclusion or limitation of incidental or consequential damages; accordingly, the above limitation or exclusion may not apply to you.

**Legal Rights:** This limited warranty gives you specific legal rights, and you may also have other rights which vary from State to State. For more information on our products please visit [www.royalprestige.com](http://www.royalprestige.com).

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