



## BBQ Island Limited Warranty

Videl USA stands behind the quality and craftsmanship of every BBQ Island we manufacture. This warranty outlines the coverage provided for manufacturer defects, based on the construction type of your BBQ Island.

### Warranty Coverage by Product Type

| Product                 | Construction        | Warranty Period |
|-------------------------|---------------------|-----------------|
| Powder Coat BBQ Islands | Powder Coated Steel | 1 Year          |
| Pacific Collection      | Composite Wood      | 5 Year          |

### What this Warranty Covers

This warranty covers manufacturer defects in materials or workmanship that prevent the safe and correct function of your BBQ Island during the applicable warranty period listed above. Videl USA will, at its discretion, repair or replace any component confirmed to be defective under normal, intended use.

### What This Warranty Does Not Cover

- Damage to the finish resulting from user error, improper installation, improper cleaning or maintenance, or misuse.
- Normal wear and tear, including surface changes that occur from ordinary outdoor exposure. All Videl USA finishes are engineered and rated for outdoor use, and expected weathering is not considered a defect.
- Damage caused by accidents, alterations, unauthorized repairs, extreme weather events, or failure to follow the care and maintenance instructions provided with the product.
- Cosmetic variations that do not affect the safe and correct function of the BBQ Island.

### How to File a Warranty Claim

To submit a warranty claim, contact your authorized Videl USA retailer or reach out to our customer service team directly with your proof of purchase, product model, and a description and photos of the issue. Claims will be reviewed to confirm eligibility under the terms above.

*Videl USA reserves the right to determine, at its sole discretion, whether a claim qualifies as a covered manufacturer defect. This warranty applies to the original purchaser and is non-transferable unless otherwise stated.*

### Contact Us

Email: [support@videlusa.com](mailto:support@videlusa.com)

Phone: (909) 460-5579