

Treasure Chest Appliance Warranty Information

We want you to feel confident about your purchase. Our warranty is designed to give you peace of mind

All sales are final — we do not offer returns or cash refunds once the sale is complete.

Product Type	Warranty Provider	Coverage Period
Used Appliances	Treasure Chest Appliance	30 Days
Scratch & Dent	Manufacturer	Per Manufacturer Terms
New Appliances	Manufacturer	Per Manufacturer Terms

NEW AND SCRATCH & DENT APPLIANCES

New and Scratch & Dent appliances are covered by the original manufacturer's warranty only. Cosmetic blemishes on scratch & dent units are not covered.

Customers are responsible for contacting the manufacturer directly for all warranty claims on these products. We recommend registering your appliance with the manufacturer promptly after purchase. We will be happy to assist you with your model and serial numbers and the manufacturer's contact information if you need it.

— USED APPLIANCE WARRANTY TERMS BELOW —

TREASURE CHEST LIMITED REPAIR WARRANTY

The following terms apply to USED APPLIANCES ONLY.

What This Warranty Covers

This warranty covers functional/mechanical or electrical failure of the appliance during the 30-day warranty period when used under normal residential use.

What This Warranty Does Not Cover

- Cosmetic issues (scratches, dents, rust, paint, discoloration), missing shelves/bins/trim, or other physical condition issues not noted at the time of sale.
- Consumables/accessories (light bulbs, water filters, hoses, venting, cords, knobs/handles, shelving/bins, suspension rods, belts, etc.).
- Installation, delivery, haul-away, diagnostics caused by user error, or code/compliance issues.
- Damage or failure caused by misuse/abuse, improper installation, improper voltage/power surges, lack of maintenance, pest/rodent damage, water/fire damage, or unauthorized repair/tampering.
- Commercial or non-residential use. This warranty applies to normal household use only.

How to Get Warranty Service (In-Store)

Bring the appliance and your unaltered original receipt as proof of purchase to our store for warranty service intake. If you have lost your receipt, we can look up your purchase with a valid ID.

Service Hours: Thursday–Saturday, 9:00am–5:00pm

Customer is responsible for transportation to/from the store unless an in-home service visit is purchased.

In-Home Service (Optional)

If you prefer in-home service, a service-call/trip fee applies (minimum \$75). "This fee covers travel and diagnostics. Warranty covered parts and labor are still included at no additional cost." This fee covers the cost of travel and diagnostics at your home." This fee covers the visit; warranty-covered parts/labor (if applicable) will still be handled per this warranty.

If the Issue Is Not Covered

If our inspection shows the problem is not covered (for example, misuse or improper installation), we will contact you with an estimate.

- **If you approve the repair:** You pay the quoted parts/fees.
- **If you decline the repair:** You may pick up the appliance as-is after paying the diagnostic/bench fee of \$25 (if applicable).

Parts Used

We may use new or used parts at our discretion to complete warranty repairs.

If We Cannot Fix It

If we cannot repair the appliance after two repair attempts for the same issue, or if parts are unavailable or not cost-effective, we will offer ONE of the following (at our discretion):

- A comparable replacement appliance meaning an appliance of similar type, age, and functionality, OR
- Store credit equal to the original purchase price (excluding delivery/service fees), applied toward an equal or higher-priced item.

If we replace the appliance, the warranty on the replacement begins on the replacement date for the full original warranty term (warranty starts fresh). "If we provide a comparable replacement or store credit, **the original defective appliance becomes the property of Treasure Chest** and must be surrendered at that time."

Limitations

Implied warranties are limited in duration to the duration of this written warranty, to the extent permitted by the laws of the State of Tennessee.

We are not responsible for incidental or consequential damages (for example, food loss, missed work, laundry costs).

This warranty is non-transferable and applies only to the original purchaser.

CONTACT

TREASURE CHEST

Store Address

261 Fairgrounds Road, McMinnville, TN 37110

Store Phone 931-474-9473 if closed (Leave a message; calls returned ASAP)

Service Hours Thursdays, Fridays, and Saturdays: 9:00am–5:00pm

After-Hours/Emergency 8am-7pm most days 407-427-0661

(Leave a message; calls returned ASAP)