

Our Commitment

Dakota Grills stands behind the quality and craftsmanship of our products. This policy explains your warranty coverage, return options, and how we will work with you to resolve any issues.

Warranty Coverage

Limited Warranty Periods:

- **5 Years** — Grill/appliance
- **15 Years** — Stainless steel components (rust-through)
- **Lifetime** — 304 stainless steel components on select models

When operated and maintained according to the instruction manual:

- Products located **more than 50 miles from a sea or ocean** are covered under the full warranty periods above.
- Products located **within 50 miles of a sea or ocean** are subject to increased corrosion risk. In these environments:
 - 304 stainless steel parts are covered for **10 years** against rust-through
 - Other components are **not covered for rust-through**

This warranty applies only to the **original household purchaser** and is **not transferable**.

What Is Not Covered

This warranty does not cover damage resulting from:

- Misuse, abuse, neglect, or improper operation
- Improper installation or unauthorized repairs
- Use of unapproved accessories

- Normal wear and tear (including finishes)
 - Transit damage
 - Labor costs (installation, removal, service calls)
 - Environmental conditions beyond our control
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Warranty Claims

To request warranty service:

1. Contact us using the information below
2. Provide proof of purchase, description of the issue, and photos if available

If return is required:

- You are responsible for shipping and insurance to the service location
- Proper packaging is required to prevent damage during transit
- Covered repairs or replacements will be returned freight prepaid

We will respond within a reasonable timeframe and in accordance with applicable law.

Non-warranty repairs may be available at the customer's expense.

Warranty Remedies

If a defect is covered, Dakota Grills will, at its discretion:

- Repair the product
- Replace the defective component
- Exchange the product for a comparable unit

Replacement parts are covered for the remainder of the original warranty period or one (1) year, whichever is longer.

Disclaimer & Limitation of Liability

To the maximum extent permitted by law:

- Implied warranties (including merchantability and fitness for a particular purpose) are limited to the duration of this warranty
- Dakota Grills is not liable for indirect, incidental, or consequential damages
- Total liability shall not exceed the amount paid for the product

Some states do not allow certain limitations, so portions of this section may not apply to you.

45-Day Money-Back Guarantee

You may return your product within **45 days** of purchase for a refund:

- Product must be **clean and in like-new condition**
- All original components must be included
- Proof of purchase is required

Refunds may be reduced to account for:

- Missing or damaged parts
- Customizations (e.g., custom finishes or components)
- Consumable items (e.g., wood chips, seasonings, sauces)

Returns should be made through the original dealer. For direct purchases, contact Dakota Grills for return authorization and instructions.

Unauthorized returns may be refused or returned to sender.

Returns, Trade-Ins & Restocking

Dakota Grills may, at its discretion:

- Accept returns beyond 45 days
- Offer trade-in or repurchase options

These are not guaranteed and are based on product condition, age, and refurbishment costs. A restocking fee and replacement costs for missing items may apply.

Customer Support

We want you to get the most out of your grill.

During the first year of ownership, you are entitled to at least **three (3) free remote consultations** (phone, email, or video) lasting up to 20 minutes each. Additional support may be provided at our discretion.

Contact

Dakota Grills, LLC
44136 200th St.
Lake Preston, SD 57249
(605) 847-4713
dakotagrills.com/contact.php

Governing Law

This policy is governed by the laws of the State of South Dakota.

This policy may be updated from time to time. The version in effect at the time of purchase will apply. Your rights may vary by state.