



Warranty and Claims Process

400 Lukens Drive, New Castle, DE 19720 USA
Phone: 302.326.8367 • Email: sales@zennahospitality.com

Zenna Hospitality (“Zenna”) warrants to the original purchaser or final user (Customer), as applicable, that the product will be free from defects in material and workmanship for a period of one (1) year from date received. Should the product fail to function as designed due to a manufacturing defect and said defect is confirmed during the below Warranty Claims Process, Zenna will, at its sole discretion, repair or replace with the same or reasonably equivalent product and if repair or replacement is not practical, Zenna may elect to refund the purchase price. These are your only remedies.

Any labor charges incurred to repair, replace, install or remove the defective product are not covered by this warranty. This warranty does not cover damage to the product resulting from reasonable wear and tear, accidents, acts of God, outdoor use where not intended, misuse (including use of the product for an unintended purpose), abuse, neglect, or improper or incorrectly performed installation, maintenance, or repair, including failure to follow any applicable care and cleaning instructions available on our website or performing alterations or using replacement parts not authorized by Zenna.

This warranty is not transferable and Zenna will, in its own discretion solely make any determination as to the validity of a claim under this warranty.

Please note that any use or abuse of the products for which it is not intended and which cannot be characterized as normal use, as well as cleaning and handling of the products in a way which deviates from these guidelines must be expected to reduce the lifetime expectancy.

Purchaser must submit any claims under this Warranty in writing to Zenna Hospitality by email to: sales@zennahospitality.com. All claims must include the following: (1) the name of Purchaser; (2) purchase order number or original invoice (3) the item number, name and description of the product(s) for which a claim is being made; (4) a detailed description of the claimed manufacturing defect; (5) photographs clearly showing the issue detailed in the claim.

Zenna reserves the right to inspect or perform an investigation of the product for which Customer is making a claim under this Warranty. To that end, Customer will cooperate with Zenna to arrange an inspection and/or investigation. As needed Customer will provide Zenna or its representatives with physical access to Customer facilities where the Product is located and will provide Zenna with the Product upon request. Customer failure to comply or assist with said inspection and/or investigation may result in the applicable claim being invalid and not honored under this Warranty.