

Dear Customer,

We're delighted to have you as a Pampered Chef® customer. We hope you'll feel truly "pampered" as you use the new kitchen tools you've purchased.

Our products are selected only after careful testing; however, manufacturing defects or shipping damage can occur. This sales receipt includes a complete statement of our guarantee, along with instructions for handling any problems with your merchandise. Thank you for your purchase.

The Pampered Chef, Ltd.



## SHIPPING AND HANDLING CHARGES

**Orders shipped to host:** The \$4.25 shipping fee is for shipments to hosts within the 48 contiguous states and APO/FPO addresses. For Shows held outside of the 48 contiguous states, the shipping fee to hosts is 15% of the product amount + \$2.

**Direct Shipping:** If you would like your order shipped directly to you, you may pay a Direct Ship rate. All 48 contiguous states and APO/FPO addresses calculate shipping based on the order value. Use **Pantry Subtotal A plus Product Subtotal C** to calculate your rate using the Direct Ship Rates to the right.

**Noncontiguous locations:** Add \$5 to the Direct Ship Base Rate. Noncontiguous U.S. locations include Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and U.S. Territories.

**Smartpost to Alaska/Hawaii:** Alaska and Hawaii residents can avoid the \$5 surcharge by selecting Smartpost® service for Direct Shipping orders. The transit time with Smartpost is 10 to 15 business days.

**\*Smartpost rates not applicable on orders shipped to hosts.**

**Shipping and handling charges are taxable in all states except:** AK, DC, DE, IA, ID, IL, MA, MT, NH, OH, OK, OR, UT and WY.

## Direct Ship Rates 48 Contiguous States APO/FPO, and AK & HI Smartpost.

Order Value	Base Rate
Up to \$19.99	\$ 6.25
\$20 to \$29.99	7.00
\$30 to \$39.99	8.00
\$40 to \$49.99	9.25
\$50 to \$64.99	10.50
\$65 to \$129.99	14.25
\$130 and over	11%
Noncontiguous U.S. locations: add \$5.00	

## NOTICE OF CANCELLATION

You may cancel this order within three business days from the date of the transaction. Please contact your Consultant. If you cancel, you must make available to The Pampered Chef® ("Company") any goods delivered to you under the terms of this sale in substantially as good condition as when received. You must comply with Company's instructions regarding return shipment of products at Company's expense and risk. If you make the products available to Company and Company does not pick them up within 20 days of the date of your notice of cancellation, you may retain or dispose of the products without further obligation. If you do not make the products available to Company, or if you agree to return the products to Company and you do not do so, then you remain liable for the performance of all of your obligations under the terms of this sale.

## CERTIFICATE OF GUARANTEE

The Pampered Chef® guarantees that customers will be completely satisfied with its products.

### Consumable Products

Our guarantee on consumable products is limited to spoilage, damage in shipping or error on our part.

### Nonconsumable Products

- All nonconsumable products have a minimum one-year guarantee unless noted otherwise. Misuse or use contrary to the Use and Care instructions will void this guarantee.
- If you need to return a product, please contact the Solution Center within 30 days from the ship date of the Show. Upon timely notification and original sales receipt, we will make prepaid arrangements for the item to be returned for replacement, refund or exchange.

- If you need to return a product after 30 days but within one year from the ship date of the Show, contact our Solution Center. Upon return of product with original sales receipt (at your expense), we will replace, refund or exchange the item for any other item available for sale at the time of the original purchase, provided it has not been discontinued.
- Any price difference for an exchange will be adjusted. Refunds will not exceed payment made at the time of purchase.
- Products with a **TD** symbol have a Limited Guarantee.
- The Limited Guarantee covers only satisfaction with the product, manufacturing defects or damage during shipping, that is reported within 30 days from the ship date of the Show. Upon timely notification, the item can be returned for replacement, refund or exchange. Returned items must be unused, in original packaging, and with the original sales receipt. Incidental or consequential damages are not recoverable.
- Products with the **#** symbol have an Extended Manufacturer's Guarantee (indicated by the number of years stated).
- Certain products have a Lifetime Guarantee **L**. This guarantee extends only to the original purchaser or gift recipient of the product.
- The Extended Manufacturer's Guarantee and the Lifetime Guarantee are limited. They cover repair or replacement only. They cover defects in materials and workmanship. They do not cover commercial use, abuse, misuse, ordinary wear and tear, or an act of God. Misuse or use contrary to the Use and Care instructions will void these guarantees. Incidental or consequential damages are not recoverable under these warranties. If actual product replacement cannot be made due to unavailability, Company may, in its discretion, offer comparable product replacement or credit toward future product purchases.

## RETURN INFORMATION

All replacement, refunds or exchange requests must include the original sales receipt, in the package and require an approved reference number. Contact the Solution Center to submit your request for an approved reference number, in one of the following ways:

**www.pamperedchef.com\***

**solution\_center@pamperedchef.com**

**(888) OUR-CHEF (687-2433)**

If there are any changes to the originally requested adjustment (address, number of products, etc.), please notify the Solution Center immediately to update your request. This will help ensure accurate shipping.

Print the approved reference number in the space provided on the back of the original sales receipt and include it within the return package.

Clearly mark your approved reference number on the outside of the package, and securely box the item(s) being returned. For safety reasons, all returned sharp items, such as knives, must be securely packaged in the original case or protective sleeve. If this protection is not available, sufficiently package the items so that sharp points or edges do not cut through the outer package during shipping.

\*To request an approved reference number online, go to [www.pamperedchef.com](http://www.pamperedchef.com) > Products > Product Information > Product Adjustments.

## APPROVED REFERENCE NUMBER

