

Dear Customer,

We are delighted to have you as a Pampered Chef® customer. We hope you will feel truly "pampered" as you use the new kitchen tools you have 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

The \$3.50 shipping and handling charge is for guests at Shows held within the 48 contiguous states and whose items are shipped to the host. For guests at Shows held outside of the 48 contiguous states and whose items are shipped to the host, the shipping and handling charges are 15% of the product amount. Noncontiguous states include Alaska, Hawaii, Puerto Rico, US Virgin Islands, Guam, American Samoa, US Territories and all APO addresses. If you would like your order shipped directly to you, you may pay a direct ship-to rate. Shipping and handling charges for all direct shipments are found in the chart to the right.

#### DIRECT-SHIPPING CHARGES

DOLLAR VALUE OF ORDER	CHARGE
UP TO - \$ 9.99	\$ 4.60
\$10.00 - \$19.99	\$ 6.00
\$20.00 - \$29.99	\$ 6.60
\$30.00 - \$39.99	\$ 7.50
\$40.00 - \$49.99	\$ 8.80
\$50.00 - \$64.99	\$10.10
\$65.00 - AND OVER	\$13.70

1. This charge does not apply to Customer Service returns.
2. Shipping and handling charges are taxable in all states except: AK, DC, DE, ID, IL, MA, MT, NH, NJ, OH, OK, OR and WY.

### 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 may 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.
- If you notify us that a product arrived damaged, or does not perform according to Use and Care instructions within 30 days from the ship date of the Kitchen Show®, contact our Customer Service department. Upon proof of purchase with original sales receipt, we will make prepaid arrangements for the item to be returned for replacement, refund or exchange.

- If you are not completely satisfied with a nonconsumable product within one year from the date of purchase, contact our Customer Service department. Upon proof of purchase with original sales receipt, 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 the Ⓞ symbol have an Extended Manufacturer's Guarantee (indicated by the number of years stated).
- Certain products have a Lifetime Guarantee. 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. 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 towards future product purchases.

Misuse or use contrary to the Use and Care instructions will void these guarantees.

### RETURN INFORMATION

All adjustment requests must have an approved reference number. Please contact us for an approved reference number in one of the following ways:

[www.pamperedchef.com](http://www.pamperedchef.com)  
customer\_service@pamperedchef.com  
1-888-OUR-CHEF

Your approved reference number must be printed on the space provided on this form on refunds and exchange requests. Please print this number on the outside of the carton being returned. If there are any changes to the adjustment as originally requested (address, product, etc.), please notify Customer Service immediately to update your adjustment request. It is important to notify us of any changes to ensure accurate shipping.

Refunds or exchange requests must include the original sales receipt in the package. Clearly mark your approved reference number on the outside of the package, and securely box the item(s) being returned. Make sure that the original sales receipt is in the box.

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.

APPROVED REFERENCE NUMBER



FOR OFFICE USE ONLY:

CHECK NUMBER

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RECEIVED DATE

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CHARGE AMOUNT

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APPROVED BY

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