



KRAFTY KOW SUPPLIES COMPANY

WARRANTY – REPAIR - SERVICE



Our goal at Cup-A-Saurus®/Krafty Kow is to provide a quality product at an affordable price. We do not mass produce our products. Each item is handmade! While every attempt is made for quality control and a perfect product each time, we know that we sometimes make mistakes, or we may unknowingly have a defective part. When this happens, we will first try to solve any issue with tech support via email, phone, text or video call. If that doesn't work our policy is as follows:

Within 30 Days of Purchase

Replacement product shipped at our expense OR a full refund including shipping. We will ship a new turner or mixer upon determination that the unit can't be repaired or adjusted by purchaser. We will send a new product along with a pre-paid shipping label for the broken product to be returned.

Within 90 Days of Purchase

Replacement product shipped at our expense AFTER receiving defective product by purchaser. We will attempt to provide tech support first and if unsuccessful, will provide customer with a RETURN MERCHANDISE AUTHORIZATION number to return product for a replacement.

Within 1 Year of Purchase

Contact us if you have any issues with the turner and we will repair at NO CHARGE, once we receive the item (This warranty DOES NOT INCLUDE THE MOTOR. Motors can be purchased at any time and be installed by customer.) Customer must pay shipping both ways and a REPAIR ORDER AUTHORIZATION REQUEST must be filled out and included with the product. Confirmation of purchase date must be included.

OTHER REPAIRS

If outside of the 1 year warranty AND/OR the product is damaged by customer error or accident, we are happy to repair turner or mixer if sent to us. Please contact us for a REPAIR ORDER AUTHORIZATION number. Customer will be required to pay shipping costs to and from our shop.

Service Repair Charges

9 Station \$75

5 Station \$50

3 Station \$25

Tar Pit \$20

Prices do no include shipping and are subject to change upon physical inspection.

If you have any questions, please message us on our website kraftykow.com, our Facebook Page, or email at purchases@kraftykow.com. For video instructions on many of our products, please visit our Facebook or YouTube page (Cup-a-Saurus) and click on videos.

Find us on Facebook (Krafty Kow Tumblers Herd), TikTok (@kraftykow) and Instagram (kraftykovsuppliesco).