



KOPYKAKE ENTERPRISES

LIMITED WARRANTY & RETURN POLICY

1. LIMITED WARRANTY COVERAGE

All Kopykake Enterprises products are subject to testing prior to shipment. Kopykake Enterprises warrants that its products shall be free from defects in material and workmanship under normal use during the applicable warranty period. Upon verification of a covered defect, Kopykake Enterprises will, at its sole discretion, repair or replace the defective product or part.

2. FOOD PRODUCTS POLICY

Due to health and safety regulations, Kopykake Enterprises cannot accept physical returns of food products, including Frosting Sheets™ and Food Colors (customers may be eligible for a replacement or a refund under certain conditions).

- **Third-Party Purchases:** If food products are purchased from an independent supplier, you must contact that supplier directly for resolution. Food products must be stored and handled correctly, and Kopykake Enterprises assumes no liability for the storage or handling practices or policies of third-party vendors.
- **Abuse Prevention:** Kopykake Enterprises actively monitors replacement and refund activity. We reserve the right to limit or decline claims at our sole discretion to prevent abuse of this policy.

3. EQUIPMENT WARRANTY PERIODS

The warranty periods for Kopykake Enterprises equipment products are strictly defined as follows:

- **Projectors:** Five (5) Years
- **Compressors:** One (1) Year
- **Turntables:** One (1) Year
- **Airbrushes:** No Warranty Provided

Note: The warranty period for any repaired or replaced components shall be limited to the remaining duration of the product's original warranty.

4. WARRANTY EXCLUSIONS

Kopykake Enterprises assumes no responsibility or liability for damaged equipment resulting from user negligence, misuse, or improper handling.

5. GENERAL ORDER ISSUES & RESTOCKING

If you experience an issue with your order, you must contact our Customer Service Department within fourteen (14) days of receiving your product(s). Please note that any standard returns to stock will be subject to a 20% restocking fee.

6. RETURN AUTHORIZATION PROCEDURE

Any equipment returned to Kopykake Enterprises must be accompanied by a Return Authorization Number (RA#). Returns received without an RA# will be subject to processing delays. To initiate a return:

1. Contact Kopykake Enterprises at sales@kopykake.com to request an RA#. You must include a copy of or information from your original invoice, as well as clear photographs displaying the Part Number and Lot Number (for food products) or the Serial Number (for equipment products).
2. Package the product securely to prevent transit damage. Any damage found upon receipt will be assumed to have occurred prior to shipping if the item was inadequately protected.
3. Include your Proof of Purchase and a written note explaining the reason for the return inside the package.
4. Clearly mark the RA# on both the internal note AND the exterior of the shipping package so it can be easily identified.
5. Ship the product using UPS or another standard carrier company that also provides shipment tracking.

7. SHIPPING COSTS FOR WARRANTY CLAIMS

- **Domestic (U.S.A.):** If Kopykake Enterprises determines that a returned product is defective, the product shall be repaired or replaced under warranty and returned to the customer with freight or postage paid by Kopykake Enterprises.
- **International (Outside U.S.A.):** Kopykake Enterprises will provide replacement parts for defective items; however, the customer shall be strictly responsible for all shipping charges.

8. SOLE DETERMINATION AND POLICY MODIFICATIONS

Kopykake Enterprises reserves the right of sole determination regarding all warranty claims. Kopykake Enterprises alone shall definitively evaluate and decide whether a product defect or issue is covered under the terms and conditions of this limited warranty.

Furthermore, Kopykake Enterprises reserves the right to amend, modify, or update this warranty and return policy at any time, at its sole discretion, without prior notice.