



## Sales & Warranty Policy

**American Overseas Inc.** is committed to delivering the highest level of customer satisfaction through our Tandoor Morni products. Please review our sales and warranty policies carefully:

- **Final Sales:** Please be advised that all sales are final. We encourage our customers to review their orders carefully before making a purchase.
- **Clay Pot Limitations:**
  1. The clay pot of the tandoor is a traditional component and is not eligible for refunds, replacements, or warranties. The longevity of the clay pot depends significantly on its usage.
  2. It is common for clay ovens to develop cracks over time. Such cracks are normal and should not be considered defects, nor do they affect the functionality of the oven.
- **Delivery Inspection:**
  1. Upon delivery, customers must inspect the product in the presence of the delivery driver. If damage is observed, a full refund or replacement will be provided at no additional cost. The damage must be documented and signed off by the driver.
  2. Customers should take photos of any damage for their records. Once the delivery driver leaves and the bill of lading is signed, no further claims related to delivery damage will be accepted.
- **Proper Usage:**
  1. The tandoor should only be operated by trained personnel to avoid damage from misuse, such as damage from skewers.
  2. To enhance the durability of the clay pot, the curing process should be repeated every three months.

- **Gas Component Warranty:**

Gas parts, including the gas hose, are covered by a 90-day limited parts replacement warranty. If a defect in any gas part is found within 90 days of purchase, a replacement part will be provided free of charge. However, labor costs for part replacement will be borne by the customer.

1. For safety and performance, all gas components require inspection and servicing by a certified gas technician every six months. Failure to maintain regular inspections can lead to gas leaks and accidents, for which American Overseas Inc. will not be liable.
- **Installation Requirements:** Only certified gas technicians should install the tandoor to the gas line. Installation by non-certified individuals will void any warranty claims. A gas leak test must be performed by the certified technician during installation to ensure safety and functionality.
  - **Use of Non-Brand Parts:** The use of off-market parts in the tandoor oven voids all warranty claims. Only original parts should be used to ensure safety and proper operation. By adhering to these policies, we aim to ensure that you receive the best possible experience with your Tandoor Morni product. Should you have any further questions or require assistance, please contact our customer support team.