

Factory refurbished products

What are refurbished products?

Factory refurbished products are remanufactured goods that have been returned from a consumer, retailer or trucking company. Refurbished products may, or may not have been used by a consumer. They have been cleaned and inspected to original mechanical and electrical condition. Refurbished products may contain cosmetic blemishes, which are not covered under warranty. KitchenAid does not represent or warranty refurbished products as first-line goods.

Refurbished KitchenAid products have a 6 month limited warranty from the date of purchase, which excludes cosmetic damage. NOTE: It is always a good idea to keep the dated sales receipt as your proof of purchase. You may be asked to email, fax or mail in a copy of the receipt for proof of purchase.

The warranty on a product will be void if the mixer is taken out of the United States, used in a commercial setting (with exception of the KM25G0X OR KSMC50P), or if it has damage resulting from accident, alteration, misuse or abuse.

KitchenAid does not assume any responsibility for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

Extended warranties may be purchased after the one year warranty on new mixers.

If you require additional information, please call the KitchenAid Customer eXperience Center toll-free at 1-800-541-6390 Monday-Friday, 8am-8pm.