



Mission Statement:
To provide the best product at the best price and provide superior customer service for all your Smokin-It® needs
Innovative products
No retail mark ups or middleman

Return and Warranty Policy

30-Day Money Back Guarantee:

- We accept returns for replacement or a full refund 30 calendar days after purchase date of product
- At our sole discretion after 30 calendar days, we will offer a replacement or a full refund
- Items must be in "new unaltered and unused condition" and from the **original owner only**
- Definition of new, unaltered and unused condition is: 'without showing signs of wear, signs of alterations, use or damage in any way'
- If an item is received damaged or is incorrectly shipped, please contact customer service immediately and forward photos of any packaging and product damage
- Refunds are contingent upon inspection of item(s) once received back at our warehouse. **Customers are responsible for all shipping costs - both purchases (if free shipping is not offered) and all returns.**

Original Owner - Limited Warranty Parts ONLY:

- This product is warranted against manufacturing defects in materials and workmanship for three-years from the date purchased **to original owner only**
- Only **one** free replacement will be honored per purchase for **all** heating elements, heating controls and one regular rack during three-year warranty period on all smokers **to original owner only**
- One-year warranty on digital controller/digital-WiFi controller from the date purchased **to original owner only** during warranty period **to original owner only**

Please note if an item is replaced by Smokin-It, LLC with a return label enclosed do to being defective and the defective item is not received within ten business days your warranty will become null and void.

All returns will be charged a 10% restocking fee.

Please provide your order number at all times during correspondence.

Contact Us:

Smokin-It, LLC

9851 West Territorial Road

Montgomery, MI 49255

Call 260.417.9951 or email smokin.it.info@gmail.com

*(Please **do not** text as it only provides the capability of one person to answer and we want to keep records on your account of your concerns)
(Updated address 5.2014)*

***Please note: It is recommended to take photos of what you are doing when working on your smoker
Check our FAQ, 'For the Customer' and the Smokin-It customer forum (all on our website) for additional information
Please contact us at smokin.it.info@gmail.com if you have any questions or concerns***

