

Our Customer Promise + Warranty

Above All Else, All Season Power, LLC (“All Season Power”) is dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a Snow Joe®, Sun Joe®, Aqua Joe® or Auto Joe® product (“Product”) does not work or breaks under normal operating conditions. We think it’s important that you know what you can expect from us. That’s why we have a Limited Warranty (“Warranty”) for our Products.

Our Warranty: All Season Power warrants new, genuine, powered and non-powered Products to be free from defects in material or workmanship when used for ordinary household use for a period of two years from the date of purchase or delivery by the original, end-user purchaser when purchased from All Season Power or from one of All Season Power’s authorized sellers with proof of purchase. Because All Season Power is unable to control the quality of its Products sold by unauthorized sellers, unless otherwise prohibited by law, this Warranty does not cover Products purchased from unauthorized sellers. If you have any questions about how to buy from an authorized seller, [chat](#) with us or call us at [1-866-225-9723](tel:1-866-225-9723). If your Product does not work or there’s an issue with a specific part that is covered by the terms of this Warranty, All Season Power will elect to either (1) send you a free replacement part, (2) replace the Product with a new or comparable product (which may include a refurbished, like-new product) at no charge, or (3) repair the Product. How cool is that!

Product Registration: All Season Power strongly encourages you to register your Product. You can register online at shopjoe.com/register, by chatting with us, or calling our Customer Service Department at [1-866-225-9723](tel:1-866-225-9723). Failure to register your Product will not diminish your warranty rights. However, registering your Product will allow All Season Power to better serve you with any of your customer service needs.

Who Can Seek Limited Warranty Coverage: This Warranty is extended by All Season Power to the original purchaser and original owner of the Product.

What Is Not Covered? This Warranty does not apply if the Product has been used commercially or for non-household or rental applications. This Warranty also does not apply if the Product was purchased from an unauthorized seller. This Warranty also does not cover cosmetic changes that do not affect performance. Wearing parts like belts, augers, chains and tines are not covered under this Warranty, and can be purchased at shopjoe.com or by calling [1-866-225-9723](tel:1-866-225-9723).

We encourage you to use CERTIFIED AUTHENTIC Snow Joe®, Sun Joe®, Aqua Joe® + Auto Joe® replacement parts + accessories. Damage caused by the use of any other parts + accessories on your Product will not be covered under the warranty. Genuine parts + accessories can be found and purchased [here](#) by entering the model number of your product.

When you register your powered or non-powered Product with All Season Power at shopjoe.com/register, you will receive an additional 90 days of warranty coverage. In addition, you will have the option of purchasing extended warranty coverage beyond the standard 2-year manufacturer's warranty. Choose from one, two, or three years of extended coverage through Extend, Inc. Additional charges apply. When you Go With Joe®, you're not just buying an extended warranty; you're buying total peace of mind to know that you can rely on our top-notch tools, top-tier customer support, complete product coverage + no hassle return policy. [Chat](#) with us or call us at [1-866-225-9723](tel:1-866-225-9723) 7 days a week 10AM-6PM EST. We've got you covered!

There are no warranties which extend beyond those stated herein. Any implied warranties that may be applicable to Products, including implied warranties of merchantability or fitness for a particular purpose, are limited in duration to the duration of this warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Under no circumstances shall we be liable for any special, incidental, or consequential damages based upon breach of this limited warranty, breach of contract or strict liability. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

This warranty supersedes those printed in product manuals.

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LIMITED WARRANTY FOR REFURBISHED PRODUCTS

Sometimes Snow Joe®, Sun Joe®, Aqua Joe® or Auto Joe® products come back to us and need some tender love and care. Next, they're rehabilitated, rebuilt, and repaired until they're nearly new! Every factory refurbished product purchased from All Season Power, LLC ("Factory Refurbished Product") comes backed by our unparalleled 90-day warranty. That's 90 days of power, performance, and peace of mind.

Our Limited Warranty for Refurbished Products: All Season Power, LLC ("All Season Power") warrants its Factory Refurbished Products for a period of 90 days when used for ordinary

household use from the date of purchase or delivery by the original, end-user purchaser when purchased from All Season Power or from one of All Season's Power's authorized sellers with proof of purchase. Because All Season Power is unable to control the quality of its Products sold by unauthorized sellers, unless otherwise prohibited by law, this Warranty does not cover Factory Refurbished Products purchased from unauthorized sellers. If you have any questions about how to buy from an authorized seller, [chat](#) with us or call us at [1-866-225-9723](tel:1-866-225-9723). If your Factory Refurbished Product does not work or there's an issue with a specific part, All Season Power will repair or replace the Factory Refurbished Product at its option.

What Is Not Covered? This Limited Warranty for Factory Refurbished Products does not apply if the Factory Refurbished Product has been used commercially or for non-household or rental applications. This Limited Warranty for Factory Refurbished Products also does not apply if the Factory Refurbished Product was purchased from an unauthorized seller. This Limited Warranty for Factory Refurbished Products also does not cover cosmetic changes that do not affect performance. This Limited Warranty for Factory Refurbished Products does not cover damage if the Factory Refurbished Product is not used and maintained in accordance with the instructions, warnings and safeguards contained in the owner's manual for the Factory Refurbished Product. This Limited Warranty for Factory Refurbished Products does not cover any cost or expense incurred by the original purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this Factory Refurbished Product while waiting for repair under this Limited Warranty for Factory Refurbished Products.

Wearing parts like belts, augers, chains and tines are not covered under this Limited Warranty for Factory Refurbished Products, and can be purchased at shopjoe.com or by calling [1-866-225-9723](tel:1-866-225-9723).

No employee or representative of All Season Power is authorized to make any additional warranty or any modification to this Limited Warranty that is binding upon All Season Power. There are no warranties which extend beyond those stated herein. Any implied warranties that may be applicable to Products, including implied warranties of merchantability or fitness for a particular purpose, are limited in duration to the duration of this warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Under no circumstances shall we be liable for any special, incidental, or consequential damages based upon breach of this limited warranty, breach of contract or strict liability. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Outside the USA, other warranties may apply.

This warranty supersedes those printed in product manuals.

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