



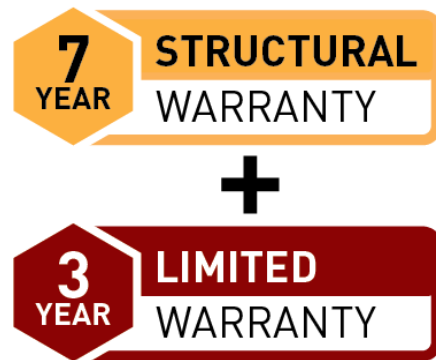
Betterbee Warranty on Lyson Products

Warranty begins on the day of purchase

Betterbee supports Lyson products sold directly or through our network of dealers within the U.S. with a warranty guarantee that varies between the lines of Lyson products.

View the warranty coverage for each product line below. Read on for additional instructions on filing a warranty claim.

LYSON
PREMIUM
line



The **PREMIUM** Line's **7-year structural warranty** covers:

- Defective products or parts (legs, frame, drum, or basket) due to issues with material or workmanship
- Must send photo/video evidence as proof of damage or return the faulty equipment (where applicable)
- Does not cover issues related to “wear parts” (e.g. impellers, uncapper knives, etc.), product abuse, dismantling electrical components without consulting Betterbee, failure to adhere to product instructions, improper operations, or use for purposes other than intended

The **PREMIUM** Line's **3-year/36-month limited warranty** covers:

- Controllers
- Drive box/Gearbox
- Electrical/electronic components
- Bearing
- Springs
- Structural damage of cassettes in Cassette Extractors



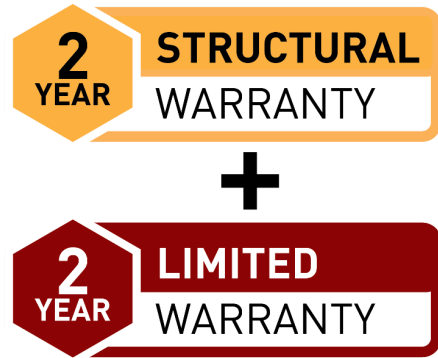
The **CLASSIC** Line's **5-year structural warranty** covers:

- Defective products or parts (legs, frame, drum, or basket) due to issues with material or workmanship
- Must send photo/video evidence as proof of damage or return the faulty equipment (where applicable)
- Does not cover issues related to “wear parts” (e.g. impellers, uncapper knives, etc.), product abuse, dismantling electrical components without consulting Betterbee, failure to adhere to product instructions, improper operations, or use for purposes other than intended

The **CLASSIC** Line's **2-year/24-month limited warranty** covers:

- Controllers
- Drive box/Gearbox
- Electrical/electronic components
- Bearing
- Springs
- Structural damage of cassettes in Cassette Extractors

LYSON
STANDARD
MINIMA
OPTIMA
BASIC
line



The standard 2-year/24-month Lyson warranty applies to products labeled Standard, Minima, Optima, and Basic.

The **STANDARD/MINIMA/OPTIMA/BASIC** Line's **2-year structural warranty** covers:

- Defective products or parts (legs, frame, drum, or basket) due to issues with material or workmanship
- Must send photo/video evidence as proof of damage or return the faulty equipment (where applicable)
- Does not cover issues related to “wear parts” (e.g. impellers, uncapper knives, etc.), product abuse, dismantling electrical components without consulting Betterbee, failure to adhere to product instructions, improper operations, or use for purposes other than intended

The **STANDARD/MINIMA/OPTIMA/BASIC** Line's **2-year/24-month limited warranty** covers:

- Controllers
- Drive box/Gearbox
- Electrical/electronic components
- Bearing
- Springs
- Structural damage of cassettes in Cassette Extractors

What is required to file a warranty claim:

- Proof of purchase from Betterbee or an approved Betterbee dealer – original or copy
- Lyson ID code and serial number of faulty equipment
- Pictures and/or a short video showing faulty equipment
- The claim is reported directly to Betterbee via email to support@betterbee.com

How does the warranty policy work:

- During a warranty claim, the customer may be required to return the item to Betterbee. Replacement part(s) will be provided free of charge and shipped via standard shipping methods.
- If the customer agrees to receive spare parts and further agrees to perform the repair service on their own (with guidance from Betterbee), we will attempt to send spare parts directly to the customer.

Outside of warranty?

- Product no longer covered by this warranty? We are able to help. Reach out to us at support@betterbee.com and we'll see if we can support you.
- We also carry a wide selection of Lyson parts and pieces for sale for products that are no longer covered by warranty and will be happy to coach you through using them to restore any Lyson product back to working order.

Warranty Summary

- Warranty begins at the original date of purchase.
- Some, but not all, product issues are covered.
- Write to us at support@betterbee.com to start a warranty claim.