



CUSTOMER REGISTRATION CARD

Date of Purchase:	
Serial Number:	
Model:	
Price:	
Distributor/Retailer Company Name:	
Stove User Contact information	
Name:	
Sex:	
Mobile Phone Number:	
Province name:	
Commune name:	
District name:	
Village name:	

Date and Signature or Thumb Print:

To register for the warranty, this card must be returned to Prime Cookstoves or their local affiliates.



CUSTOMER WARRANTY CARD:

Date of Purchase:	
Serial Number:	
Model:	

Warranty Conditions:

1. Prime Cookstoves are warranted against any defects in materials and workmanship for a period of one (1) year from the date of purchase recorded on this warranty card.
2. Beyond the one-year warranty period, Prime Cookstoves shall have no further liability.
3. The warranty is only valid if Prime Cookstoves has received the Customer Registration Card correctly filled out within the warranty period.
4. The warranty covers fabrication defects and damages caused by transportation to distributors, but not damages or defects caused by inappropriate use by the customer or from any other form of transportation.
5. The customer commits to inform Prime Cookstoves about any fabrication damage or other defects of the product within 30 days from purchase.
6. In case of a failure within the one year warranty period, the customer shall call the phone number listed below. If found defective, Prime Cookstoves reserves the right to repair, replace or refund the products at our discretion.
7. The customer commits to correct usage and maintenance of the products as explained in the User Manual. Any tampering, misuse or negligence in handling, storage or use of the stove renders any warranty void.

Additional Terms and Conditions:

1. The user hereby assigns and transfers all rights, title and interest in carbon credits or other commoditized co-benefits arising from the use of the Prime Cookstove to SNV Netherlands Development Organisation (or any affiliate it so designates) and hereby permanently waives any claim or right to such credits.

For Customer Support, please contact Prime Cookstoves local affiliate, Sustainable Green Fuel Enterprise (SGFE) at 095 666 360.

To be kept by the customer for future warranty claims

To be returned to Prime Cookstoves or their local affiliates