



Kitchen Armor Return Merchandise Authorization (RMA) Policy

At Kitchen Armor, we strive to provide high-quality products and exceptional customer service. If you experience a product issue covered under our warranties, our RMA policy ensures a clear and efficient process for repair or replacement. Below are the details of our RMA policy based on the different warranty options available.

1. RMA for Products Covered Under Standard Warranties

Standard 1-Year Warranty

The **Standard 1-Year Warranty** covers defects in materials or workmanship for one year from the date of purchase.

- **Shipping Not Included:** Under the **Standard 1-Year Warranty**, the customer is responsible for all shipping costs associated with returning the defective unit to Kitchen Armor. Kitchen Armor will cover the cost of shipping the replacement or repaired unit back to the customer.
 - **Process:**
 1. Contact Kitchen Armor's customer support to initiate an RMA claim within 15 days of discovering the issue and/or defect with the unit.
 2. Provide proof of purchase and product information.
 3. Provide a detailed description of the issue and the steps that have been taken to resolve. (Note that any attempted disassembly or repair of the unit will void any warranties).
 4. Return the defective unit to Kitchen Armor at your expense.
 5. Kitchen Armor will evaluate the product and, if the defect is confirmed, will repair or replace the unit as per the warranty terms.
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Standard 3-Year Warranty for Kitchen Armor All-In-One Android POE Devices

The **Standard 3-Year Warranty** covers defects in materials or workmanship for three years from the date of purchase for Kitchen Armor All-In-One Android POE Devices.

- **Shipping Not Included:** Under the **Standard 3-Year Warranty**, the customer is responsible for all shipping costs associated with returning the defective unit to Kitchen Armor. Kitchen Armor will cover the cost of shipping the replacement or repaired unit back to the customer.
 - **Process:**
 1. Contact Kitchen Armor’s customer support to initiate an RMA claim within 15 days of discovering the issue and/or defect with the unit.
 2. Provide proof of purchase and product information.
 3. Provide a detailed description of the issue and the steps that have been taken to resolve. (Note that any attempted disassembly or repair of the unit will void any warranties).
 4. Return the defective unit to Kitchen Armor at your expense.
 5. Kitchen Armor will evaluate the product and, if the defect is confirmed, will repair or replace the unit as per the warranty terms.
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Extended 5-Year Warranty for Kitchen Armor All-In-One Android POE Devices

The **Extended 5-Year Warranty** covers defects in materials or workmanship for five years from the date of purchase for Kitchen Armor All-In-One Android POE Devices.

- **Shipping Not Included:** Under the **Extended 5-Year Warranty**, the customer is responsible for all shipping costs associated with returning the defective unit to Kitchen Armor. Kitchen Armor will cover the cost of shipping the replacement or repaired unit back to the customer.
 - **Process:**
 1. Contact Kitchen Armor’s customer support to initiate an RMA claim within 15 days of discovering the issue and/or defect with the unit.
 2. Provide proof of purchase and product information.
 3. Provide a detailed description of the issue and the steps that have been taken to resolve. (Note that any attempted disassembly or repair of the unit will void any warranties).
 4. Return the defective unit to Kitchen Armor at your expense.
 5. Kitchen Armor will evaluate the product and, if the defect is confirmed, will repair or replace the unit as per the warranty terms.
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Cross-Ship Replacement Process for Failures within 30 Days of Purchase

Cross-Ship Replacement Policy: Kitchen Armor will cover the cost of a replacement device for any defective unit reported within 30 days of purchase. Kitchen Armor will provide a return shipping label with the replacement

unit. Failure to return the defective unit within 14-days of delivery of the replacement unit will result in additional charges for the replacement unit.

- **Process:**

1. Contact Kitchen Armor customer support to start the RMA process within 15 days of discovering the issue and/or defect with the unit.
2. Provide proof of purchase and product information.
3. Provide a detailed description of the issue and steps that have been taken to resolve. (Note that any attempted disassembly or repair of the unit will void any warranties).
4. Kitchen Armor will verify the defect and ship a replacement unit to you within 48 hours.
5. You will receive a prepaid shipping label to return the defective unit.
6. Install your replacement unit and return the defective unit within 14 days of delivery of the replacement unit to avoid being charged for the replacement.

3. Optional Advanced Exchange Program (Available with 5-Year Extended Warranty)

The **Advanced Exchange Program** is an optional service available with the purchase of the **5-Year Extended Warranty** for Kitchen Armor products. This program offers **next business day replacement** of defective units and **free shipping** for both the replacement unit and the return of the defective unit.

- **Free Shipping:** If you participate in the Advanced Exchange Program, Kitchen Armor will be responsible for all shipping costs associated with the exchange process.
- **Process:**
 1. Purchase the **5-Year Extended Warranty** with the **Advanced Exchange Program** option.
 2. If a defect arises and the product is covered, contact Kitchen Armor support to initiate a claim within 15 days of discovering the issue and/or defect with the unit.
 3. Kitchen Armor will verify the defect and ship a replacement unit to you the **next business day (RMA request must be submitted by 3PM EST)**.
 4. You will receive a prepaid shipping label to return the defective unit.
 5. Install your replacement unit and return the defective unit within **14 days** of delivery of the replacement unit to avoid being charged for the replacement.

4. Warranty Exclusions

Regardless of the warranty term, the following types of damage are **not covered** by any Kitchen Armor warranty, including the Standard 1-Year, Standard 3-Year, Extended 5-Year, and Advanced Exchange Warranties:

1. **Misuse, abuse, or accidents** (e.g., physical damage from dropping the unit, spills, exposure to liquids, or extreme temperatures).
2. **External cosmetic damage**, such as scratches, dents, or cracks.
3. **Improper installation** or handling, including misuse of POE (Power over Ethernet) connections, and failure to follow the product's recommended installation guidelines.
4. **Unauthorized repairs** or modifications to the unit.
5. If there is **No Problem Found**, **Kitchen Armor** reserves the right to charge a diagnostic fee to the customer.

Kitchen Armor reserves the right to assess and determine the repairability of any returned device at its sole discretion. If a device is deemed unrepairable or beyond reasonable repair, Kitchen Armor reserves the right to invalidate the warranty claim

5. RMA Process Summary

1. **Contact Support:** Initiate the RMA process by contacting Kitchen Armor customer support via phone or email.
2. **Provide Documentation:** Supply proof of purchase and detailed information regarding the issue or defect.
3. **Return Shipping:** For products covered under the Standard Warranties, the customer is responsible for return shipping. For the **Advanced Exchange Program**, Kitchen Armor will provide free shipping for returns.
4. **Defective Product Evaluation:** Once the unit is returned, Kitchen Armor will assess the defect and determine whether it is covered under warranty.
5. **Repair or Replace:** If the defect is covered, Kitchen Armor will repair or replace the defective unit based on warranty terms.

6. Important Information Required to Submit an RMA

To streamline the RMA process, please ensure you include the following required information when submitting your RMA request:

Personal Information:

- **Full Name:** Name of the contact responsible for the RMA
- **Contact Information:** Email address and phone number, so we can reach you if necessary.
- **Shipping Address:** The address to which the replacement or refund should be sent (if applicable).

Purchase Details:

- **Order Number/Invoice Number:** The unique identifier associated with the original purchase.
- **Proof of Purchase:** A copy of the receipt, order confirmation, or invoice to verify that the product was bought from Kitchen Armor or an authorized retailer.
- **Date of Purchase:** The date when you purchased the product, which helps confirm if the product is still within the return or warranty period.

Product Information:

- **Product Model Number:** The specific model or part number of the product you are returning.
- **Serial Number:** The unique identification number on the product, often required to confirm warranty status and identify the unit.
- **Version or Revision (if applicable):** Some products may have specific versions or revisions.

Issue Description:

- **Detailed Description of the Problem:** Explain the issue you're experiencing with the product. This can include things like malfunctioning components, errors, performance issues, or damage.
- **Troubleshooting Steps Taken:** If possible, please provide details of any troubleshooting steps you've attempted to resolve the issue (e.g., testing with different cables, updating software, etc.).

7. Kitchen Armor Support & RMA Contact Information

For questions or to initiate an RMA claim, please contact Kitchen Armor customer support:

- **Phone:** 949-308-7227 (Option 1)
- **Support Email:** support@kitchenarmor.com
- **RMA Email:** RMA@kitchenarmor.com

- **Mailing**
Kitchen
ATTN: RMA
17500 Cartwright Road, Unit 100, Irvine, CA 92614

Address:
Armor
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If you have purchased Kitchen Armor products from a registered Kitchen Armor dealer, please contact them directly for warranty information.

For any further information or assistance, our support team is ready to help you with any issues regarding your product under warranty.



Kitchen Armor Warranty Grid

Standard 1-Year Warranty Hardware

Kitchen Armor 22" KA PCAP Touch Monitor with Stainless Steel	KA-22FMJPCAP01
Kitchen Armor 17" KA PCAP Touch Monitor with Stainless Steel	KA-17FMJPCAP01
Kitchen Armor 15" KA PCAP Touch Monitor with Stainless Steel	KA-15FMJPCAP01
Kitchen Armor 15" All In One Touch Monitor (i3, 8GB RAM, 120GB HD, WIN 10P)	KA-15AIOWIN01
KA Edge PC Controller, (i3, 128GB SSD, 8GB RAM, WIN 10P 4 Serial ports w/twist lock power connector)	KA-EDGE i3 PCV3
KA Edge PC, i3, 128GB SSD, 8GB RAM, WIN 10 IOT LTSC	KA-EDGE i3 PCV5
KA Edge PC, i3, 128GB SSD, 8GB RAM, WIN11 Pro	KA-EDGE i3 PCV4
KA Edge PC, i3, 128GB SSD, 8GB RAM, No OS	KA-EDGE i3 PC NOS

Standard 3-Year Warranty for Kitchen Armor All-In-One Android POE Devices

Kitchen Armor Part Number	Kitchen Armor Description
Kitchen Armor 22" Android Stainless Steel POE with Touch	KA-22PCAPAI04
Kitchen Armor 17" Android Stainless Steel POE with Touch	KA-17PCAPAI03
Kitchen Armor 15" Android Stainless Steel POE with Touch	KA-15PCAPAI05
Kitchen Armor 10" Android Stainless Steel POE with Touch	KA-10PCAPAI03

Extended 5-Year Warranty for Kitchen Armor All-In-One Android POE Devices

Please contact Kitchen Armor Directly for details on the extended warranty

Kitchen Armor Part Number	Kitchen Armor Description
Kitchen Armor 22" Android Stainless Steel POE with Touch	KA-22PCAPAI04
Kitchen Armor 17" Android Stainless Steel POE with Touch	KA-17PCAPAI03
Kitchen Armor 15" Android Stainless Steel POE with Touch	KA-15PCAPAI05
Kitchen Armor 10" Android Stainless Steel POE with Touch	KA-10PCAPAI03

Kitchen Armor Mounting is not covered by the available warranties.