



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

What is the return and warranty policy?

30-Day Money Back Guarantee: We accept returns for replacement or full refund 30 calendar days after delivery of the 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**. Definition of new, unaltered and unused condition is: 'without showing signs of wear, use or damage in any way'. If an item is received damaged or is incorrectly shipped by us please contact customer service immediately and forward photos of any product damage.

Refunds are contingent upon inspection of item(s) once received back at our warehouse. **Customer is responsible for all shipping costs - both purchases (if free shipping is not offered at the time of purchase) and always for returns.**

Original Owner Limited Warranty Parts and Labor Only: This product is warranted against manufacturing defects in materials and workmanship for three years from the date of delivery **to original owner**. Only one free replacement will be honored per purchase for heating elements and heating controls.

One-year warranty on digital PID controller from the date of delivery **to original owner**. Only one free replacement will be honored per purchase. Shipped by FedEx Ground only.

Please register your smoker upon receipt. Within the warranty period Smokin-it, LLC will send replacement parts (heating element or heat control knob) for your product without charge. Simply contact us at smokin.it.info@gmail.com, or the phone number listed below.

Contact Us:
Smokin-It, LLC
9851 West Territorial Road
Montgomery, MI 49255
Call 260.417.9951 or email smokin.it.info@gmail.com
(Updated address 5.2014)

Check our FAQ, 'For the Customer' and the Smokin-It customer forum ([all](#) on our website) for recipes and information!!
Please contact us at smokin.it.info@gmail.com if you have any questions or concerns

