

## **Coyote's commitment to Passion, Design & Value extends to our network of retailers!**

### **Unauthorized Sellers/Dealers**

Only officially authorized Coyote Outdoor Living, Inc. dealers are allowed to sell Coyote products. Coyote products come standard with a factory-backed warranty, which will only be honored if the products are purchased through an authorized dealer/distributor, or Coyote Outdoor Living, Inc. directly. If you obtain a Coyote product(s) from an unauthorized dealer (**example: Discount Bandit**), your warranty will not be honored and we cannot offer you the assurances of quality and satisfaction afforded by purchases made through authorized dealers. If you are uncertain about purchasing from a specific dealer, before you purchase, please contact us directly at 855-520-1559, or via email at support@coyoteoutdoor.com.

Coyote products sold by our "authorized" Amazon seller network will come with Coyote Outdoor Living's full factory warranty.

Current Amazon Seller Network:

- VM Express
- BBQ Island
- Brandster Inc.
- CookingPremiumStore
- Watershed Appliance
- BBQGuys
- 247Grills

Coyote products purchased through sellers not mentioned above will not come with a factory warranty.

Also, any product that is purchased as "B-stock" (damaged, open box, scratch and dent, used, refurb, etc...), will **not** come with a factory warranty.

### **Avoiding Unauthorized Dealers**

*Be aware of where your product is coming from!*

Products sold by unauthorized dealers are not purchased from one of its authorized dealers/distributors, or Coyote Outdoor Living, Inc. directly. Instead, they are typically acquired from a long list of improper, unethical, or even criminal business tactics. Due to the nature of the goods sold by unauthorized dealers and the unknown nature of their business practices, products sold by unauthorized dealers are not entitled to Coyote Outdoor Living, Inc. warranty coverage. Additionally, many of these unauthorized

dealers (online and brick & mortar stores) change names and locations frequently so they cannot be reached to solve customer support issues. Other sites/stores simply go out of business.

We are using our best efforts to prohibit these companies from taking advantage of consumers, but these practices still exist. To ensure that you receive the quality products and service that you are entitled to when you purchase Coyote products, it is important that all your purchases of our products be made only through an authorized retailer of Coyote Outdoor Living, Inc.

### **How do I determine if a dealer is authorized to sell Coyote products?**

Coyote Outdoor Living, Inc. retails the majority of its product through a network of Distributors. By working closely with our distribution network, we are able to continually maintain an active authorized seller/dealer list. If at any point, we are not able to provide you a verified answer immediately, our Customer Support team will reach out to the Distributor immediately to verify the dealer in question. If you have any doubt, please contact us at 855-520-1559, or via email at support@coyoteoutdoor.com.

### **What happens to my warranty if I purchase through an unauthorized dealer?**

Any Coyote product that has been purchased from an unauthorized dealer, or if the original factory serial number has been defaced (or replaced in any way), will not be honored or serviced under the existing Coyote Outdoor Living, Inc. warranty policy.

### **The dangers of purchasing uncertified products**

Coyote products sold by unauthorized dealers sometimes are purchased on a secondary "gray" market and can be damaged, defective, refurbished, stolen or even counterfeit. It's not uncommon for such dealers to deny responsibility for product/support issues. Beware that if we are unable to validate the original purchase date and ownership, your warranty will not be fulfilled.

### **Did you already purchase from an unauthorized dealer?**

If you find out that you have already purchased product from an unauthorized dealer, we would suggest that you try and return your product to the site/store you purchased it from and then purchase again through an authorized retailer. This will ensure that Coyote can fully support you for the lifetime of your grill, as many components of our grills come with a standard lifetime guarantee to the original purchaser. Although Coyote cannot assist you in the return process, we can make sure to get you in contact with an authorized Dealer that also truly cares about our Customers. Again, our Customer Support phone number is 855-520-1559, or via email at support@coyoteoutdoor.com.