



Authorized Canadian Dealer Support

Thank you for purchasing your premium BenchFoods commercial equipment through **intoCooking.ca**. As your authorized dealer, we are dedicated to supporting your operational success.

Need Operation Help, Spare Mats, or Accessories?

Our local Canadian team is here to ensure your kitchen line runs smoothly.

- **Toll-Free Support Line:** 1 (888) 583-3477 (Press 0 for Immediate Assistance)
- **Direct Service Email:** info@intocooking.ca
- **Digital Support Hub:** [intoCooking.ca/pages/contact](https://intocooking.ca/pages/contact)

Factory Warranty Service Coordination

Your investment is fully protected by BenchFoods' official **5-Year Comprehensive Commercial Warranty**. This factory policy explicitly covers all internal components, heating grids, digital displays, and fan motor units.

Your Operational Coverage: All warranty processing, replacement parts shipments, and localized diagnostic or technical repair service assignments are handled, authorized, and funded entirely by the manufacturer, BenchFoods.

Our Concierge Role: As your authorized channel partner, **intoCooking.ca** facilitates your factory claim pipeline. If you encounter an internal hardware or mechanical fault, contact us directly with your original purchase invoice number. Our team will verify your authorized dealer record and immediately route your case details to BenchFoods' technical service dispatch to expedite your resolution directly with the manufacturer.





Commercial Warranty

This Commercial Warranty applies to all physical goods (product/s) purchased from the company of MCLELLAN HILL PTY LTD, operating as BenchFoods.

1 WHAT DOES THIS WARRANTY COVER?

This Commercial Warranty covers any defects for material or workmanship under normal commercial use during the Warranty Period.

During the Warranty Period, BenchFoods will repair, at no charge, products or parts of a products that prove defective under normal commercial use.

2 WHAT WILL WE DO TO CORRECT PROBLEMS?

BenchFoods will action 1 of 3 scenarios based on the defect and the product purchased;

1. Send a brand-new replacement of the defective product. **Doesn't apply for industrial orders*
2. If the defective part of the product is already identified, we will ship the replacement part and have a service technician come onsite to replace and install once it has arrived.
3. Send out a service technician to investigate the defect. Once the issue has been identified, the technician will either fix the defect immediately or notify BenchFoods of replacement parts needed. If the latter, BenchFoods will ship the required replacement parts to the service address. The technician will then return onsite to service and fix the product.
**If there is no technician locally available, then a local appliance repair technician can be sourced by the customer and BenchFoods will pay the technician invoice or reimburse the customer if prepaid.*

3 HOW LONG DOES THE COVERAGE LAST?

The Warranty Period for Domestic, Commercial and Industrial Dehydrators, as well as their accessories, is 5 years from the original date of purchase.

Individual Dehydrator Parts purchased are not covered by warranty unless they are received through a warranty claim on a previously purchased product. In this case, a replacement product or part/s assumes the remaining warranty of the original Physical Good or 180 days from the date of replacement or repair, whichever is longer. **Spare Parts purchased outside of a warranty claim are not eligible for warranty coverage.*

4 WHAT DOES THIS WARRANTY NOT COVER?

This Commercial Warranty does not cover defects or malfunction caused by misuse, abuse or improper maintenance, failure to follow operating instructions, or use with equipment with which it is not intended to be used. It doesn't cover cosmetic or incidental damages. Also, the warranty will not apply to damage caused by unauthorised alteration, modification or repair of the product.

5 WHAT DO YOU HAVE TO DO?

To obtain warranty service, firstly contact us to determine the problem and the most appropriate solution for you.

You may find our contact information located at www.benchfoods.co