

Return to Vendor Policy

JOHNSON OUTDOORS (JET BOIL PRODUCTS)

Basic Policy Information

If a customer comes in with a “defective JET BOIL stove” FIRST have them call or you can call together the Limited Warranty phone number: 1-800-572-8822. There are many issues that Jet Boil can troubleshoot quickly over the phone with customers to take care of “problems” that may lead the customer to believe their product is defective. If you cannot get the customer to try and troubleshoot the issue with Jet Boil you can accept the return and Jet Boil will make a decision with the RTV department whether to give us credit for the product depending upon what it is. Keep in Mind, we will not get credit for items that a customer mis-uses or abuses in ways it was not intended.

Exceptions

Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information