

Royal Prestige® Pressure Cooker – Global Upgrade Program Terms & Conditions

These Global Terms & Conditions apply to customers who choose to participate in the Royal Prestige® Pressure Cooker Upgrade Program (“Upgrade Program”). Royal Prestige® is a brand of Hy Cite Enterprises, LLC, and for purposes of these terms and conditions, refers collectively to Hy Cite Enterprises, LLC and its subsidiaries (“Hy Cite”). By participating in the program, the customer accepts the conditions described below. This document applies globally across all participating markets.

1. Program Eligibility

The Upgrade Program is available exclusively to existing customers who meet all of the following requirements:

- The customer must have purchased a Royal Prestige® Pressure Cooker from an Independent Authorized Distributor.
- The customer must own one of the eligible models:
 - Pressure Cooker Model CO1251 (6 Liters)
 - Pressure Cooker Model CO1255 (10 Liters)
- The customer must have a verified registration of the original product.
- The order in which the customer originally purchased the pressure cooker must not present any payment defaults.
- No additional product condition requirements apply.
- Any applicable fees, steps, or required documentation shall be disclosed to the customer prior approval.

1.1 Customers Not Eligible for the Upgrade Program

The following situations do not qualify for the Upgrade Program:

- The Blue Handle Pressure Cooker is not eligible for the Upgrade Program, as this model is not compatible with the new lid. Blue Handle versions include, among others:
 - CO1265 (6 Liters with timer)
 - CO1270 (10 Liters with timer)
 - CO1271 (13 Liters with timer)
- Customers without verified product registration.
- Customers whose product conditions fall outside warranty or eligibility requirements.
- No other restrictions apply.

2. Program Description

The Upgrade Program may be processed directly or through an Independent Authorized Distributor. In all cases, the representative handling the order is responsible for selling and submitting the upgrade on behalf of the customer. Participation takes place as follows:

- The customer must initiate the process directly or through an Independent Authorized Distributor.
- The representative handling the request verifies the customer’s eligibility based on the program requirements.

- The representative submits the upgrade order through the regular order processing channels.
- The order will then be reviewed and may be approved or declined based on compliance with all program requirements.
- If participation is declined, the representative must provide the customer with a written summary limited to these terms and conditions.
- The customer is NOT required to return the old lid or any part of the existing pressure cooker to participate in the Upgrade Program.
- No hidden fees may be added; all applicable costs shall be communicated to the customer prior order submission.

3. Warranty Coverage for the Upgraded Components

The warranty in this section applies exclusively to the components delivered to the customer as part of the Upgrade Program. The stainless-steel vessel is not part of the upgrade and therefore retains the warranty originally granted at the time of purchase of the customer's pressure cooker.

Upgraded Components:

- Stainless-steel lid and retaining cover: 50 years against defects in materials and workmanship.
- Plastic components such as the valve, 3-clamp system and handles: 10 years.
- Silicone ring, gaskets and O-rings: 6 months.

All warranty claims related to upgraded components, including aspects related to their condition or functioning upon delivery, will be evaluated in accordance with Royal Prestige® warranty policies. For any questions regarding warranty terms, customers should refer to the Limited Warranty, also available on Royal Prestige® website.

4. Warranty of the Existing Product

Participation in the Upgrade Program does not modify or extend the warranty applicable to the customer's original pressure cooker. All components of the original product that are not part of the Upgrade Program, continue under the warranty terms tied to the original model purchased. For additional clarification, customers may consult the Limited Warranty, which is also available on Royal Prestige® website.

4.1 Warranty Replacements

Replacements will be made according to the warranty applicable to the customer's pressure cooker, ensuring that any replacement corresponds to the model purchased. Components obtained through the Upgrade Program will be replaced under the warranty described in Section 3.

5. Availability of the New Lid

The new lid is available only through:

- The purchase of the completely new pressure cooker; or
- Participation in the Upgrade Program by customers who meet all eligibility requirements through an Independent Authorized Distributor.

Customers who are not eligible for the Upgrade Program may still purchase the completely new pressure cooker at regular price.

6. General Conditions

Hy Cite reserves the right to:

- Modify, suspend, or terminate the Upgrade Program at any time.
- Decline directly (or through an Independent Authorized Distributor) participation if the customer does not meet the requirements.
- Request directly (or through an Independent Authorized Distributor) additional information to verify eligibility or warranty validity.

Local consumer protection laws may grant additional rights that cannot be waived under these Terms & Conditions.

7. Definitions

Eligible Models: Pressure Cooker models CO1251 (6 Liters) and CO1255 (10 Liters) purchased from an Independent Authorized Distributor.

Verified Registration: A product registration confirmed in Royal Prestige® system records, including customer information, product model, serial number, and purchase date.

Payment Default: Any outstanding balance, returned payment, or unresolved financial obligation associated with the original order.