



VIKING RANGE, LLC

June 19, 2015

To: All Viking Dealers

Subject: Notice of warranty change effective July 1.

We are changing the warranty on our 3 Series products from 3 years to 1 year parts and labor. Our Professional Products (5 and 7 series) will continue to carry a 3 year warranty. We want to emphasize our Professional Products, and changing our warranty on Viking 3 series will better differentiate our product lines. We are hoping our dealers will "sell up" to Viking Professional.

We are also eliminating our "No Quibble" policy. Viking is committed to always stand behind our products and our dealers. In practice we will continue to support our dealers and not quibble, however we are formally removing our published "No Quibble" policy. We have found that in the "Ultra-Premium" appliance market, too many consumers have abused our published "No Quibble" policy. When an "after the sale" problem occurs, we believe it is reasonable for Viking to be given a chance to make a repair before replacing or taking a product back. We found too many customers using our published "No Quibble" to demand a return/refund, without giving us any chance to make a simple minor repair. We will continue to always be reasonable, but expect to at least be given the opportunity to make a repair before we agree to a return. Our intent is to serve our dealers in a manner of being "easy to do business with"!

Sincerely,

A handwritten signature in cursive script that reads "James T. Cullinane".

Jim Cullinane
VP Sales, Viking LLC
jcullinane@vikingrange.com
502-648-9182