



V W &lt;lapenseuse@gmail.com&gt;

**Bella Pro 8 qt Air Fryer Stopped Working-Need repair**

18 messages

V W &lt;lapenseuse@gmail.com&gt;

Fri, Feb 2, 2024 at 8:11 AM

To: Help@bellahousewares.com, V W &lt;lapenseuse@gmail.com&gt;

Good morning,

I am reaching out to inquire how to get repair services for an air fryer I purchased from Best Buy. I checked and it looks like the manufacturer's warranty is 2 years. I purchased the Bella Pro 8qt Air Fryer with Divided Basket from Best Buy on 11/28/2022, Order #BBY01-806712213754. Yesterday it stopped working for some reason, I checked all parts of the air fryer nothing is blocked or broken. It's in near-perfect condition still, with no loose plugs or parts. I plug in the air fryer, and the power light blinks but the touchscreen is not responding to touch, the light just keeps blinking. Any assistance would be greatly appreciated.

Thank you,

Vanielle

info@madebygather.com &lt;info@madebygather.com&gt;

Fri, Feb 2, 2024 at 9:36 AM

Reply-To: info@madebygather.com

To: lapenseuse@gmail.com

Cc: lapenseuse@gmail.com

Hi Vanielle,

Thanks so much for reaching out to us.

Your ticket number is **131357**

We are sorry to hear you have experienced difficulties with your unit. We are very happy you have reached out to give us a chance to assist you.

If you are still within the 2-yr limited warranty, please provide the following information to our email [SUPPORT@MADEBYGATHER.FRESHDESK.COM](mailto:SUPPORT@MADEBYGATHER.FRESHDESK.COM):

- A picture or scan of the receipt with the date of purchase, retailer clearly listed, unit with description or item number and the price of the unit with the total amount paid along with any discounts/taxes.
- A picture of the silver/grey sticker that is on the unit, it could be found underneath or behind the unit and please ensure that the 5-digit item number can easily be read
- Your first and last name
- Your mailing address
- Your phone number (preferably with an answering machine)
- A brief description on the issue
- Photos and/or short video of the issue

A receipt is needed to validate the warranty. We also accept a duplicate receipt, or a valid shipping/confirmation email if the appliance was purchased online.

**Important: Please hold onto the unit until we have completed processing your warranty claim.**

As soon as we receive this information, we will continue processing your inquiry and get back to you with the next steps.

Thanks again and have a great day.

Made By Gather  
Customer Service

Limited TWO-YEAR Warranty SENSIO Inc. hereby warrants that for a period of TWO YEARS from the date of purchase, this product will be free from mechanical defects in material and workmanship, and for 90 days in respect to non-mechanical parts. At its sole discretion, SENSIO Inc. will either repair or replace the product found to be defective, or issue a refund on the product during the warranty period. The warranty is only valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt as proof of purchase is required to obtain warranty validation. Retail stores selling this product do not have the right to alter, modify, or in any way revise the terms and conditions of the warranty. EXCLUSIONS: The

warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use of the product, use of improper voltage or current, improper routine maintenance, use contrary to the operating instructions, disassembly, repair, or alteration by anyone other than qualified SENSIO Inc. personnel. Also, the warranty does not cover Acts of God such as fire, floods, hurricanes, or tornadoes. SENSIO Inc. shall not be liable for any incidental or consequential damages caused by the breach of any express or implied warranty. Apart from the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in time to the duration of the warranty. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, and therefore, the above exclusions or limitations may not apply to you. The warranty covers specific legal rights which may vary by state, province and/or jurisdiction.

On Fri, 2 Feb at 11:12 AM , Vanielle Washington <[lapenseuse@gmail.com](mailto:lapenseuse@gmail.com)> wrote:

You don't often get email from [lapenseuse@gmail.com](mailto:lapenseuse@gmail.com). [Learn why this is important](#)

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**Made by gather** <[support@madebygather.freshdesk.com](mailto:support@madebygather.freshdesk.com)>  
Reply-To: Made by gather <[support@madebygather.freshdesk.com](mailto:support@madebygather.freshdesk.com)>  
To: [lapenseuse@gmail.com](mailto:lapenseuse@gmail.com)

Sun, Feb 4, 2024 at 7:08 AM

Hi Vanielle Washington,

Ticket: **131357**

Thank you for providing us with the requested information. Unfortunately, we do not have this unit in stock for replacement, we will process your claim to receive a refund check in the amount of \$38.40 to be sent by regular mail to:

Vanielle Washington

[2756 Argyll Ave Apt B, Concord, CA 94520.](#)

However, for us to continue processing your warranty claim, we also ask and/or require you to:

**CUT THE CORD**

v **Safely and securely cut the power cord of your item** (We are requesting you to take a pair of scissors and physically cut the cord effectively disabling the Unit.)

v **Send us in reply a photo of the Cut Power Cord** Please ensure we see the cut cord of your item next to the item as we need to ensure to disable the unit to validate the warranty (we must clearly see that the cut cord belonged to that item)

**Don't forget to unplug the unit before cutting the cord.**

Kindly provide us with this picture so we may continue processing your warranty.

We look forward to hearing back from you.

Made by Gather Inc.

Customer Service

**NOTE: Please ensure any communication is sent to [support@madebygather.freshdesk.com](mailto:support@madebygather.freshdesk.com)**

Limited TWO-YEAR Warranty Made by Gather Inc. hereby warrants that for a period of TWO YEARS from the date of purchase, this product will be free from mechanical defects in material and workmanship, and for 90 days in respect to non-mechanical parts. At its sole discretion, Made by Gather Inc. will either repair or replace the product found to be defective, or issue a refund on the product during the warranty period. The warranty is only valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt as proof of purchase is required to obtain warranty validation. Retail stores selling this product do not have the right to alter, modify, or in any way revise the terms and conditions of the warranty.

EXCLUSIONS: The warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use of the product, use of improper voltage or current, improper routine maintenance, use contrary to the operating instructions, disassembly, repair, or alteration by anyone other than qualified Made by Gather Inc. personnel. Also, the warranty does not cover Acts of God such as fire, floods, hurricanes, or tornadoes. Made by Gather Inc. shall not be liable for any incidental or consequential damages

caused by the breach of any express or implied warranty. Apart from the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in time to the duration of the warranty. Some states, provinces or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, and therefore, the above exclusions or limitations may not apply to you. The warranty covers specific legal rights which may vary by state, province and/or jurisdiction.

On Fri, 2 Feb at 12:36 PM , <[info@madebygather.com](mailto:info@madebygather.com)> wrote:  
Hi Vanielle,

Thanks so much for reaching out to us.

Your ticket number is **131357**

We are sorry to hear you have experienced difficulties with your unit. We are very happy you have reached out to give us a chance to assist you.

If you are still within the 2-yr limited warranty, please provide the following information to our email [SUPPORT@MADEBYGATHER.FRESHDESK.COM](mailto:SUPPORT@MADEBYGATHER.FRESHDESK.COM):

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A receipt is needed to validate the warranty. We also accept a duplicate receipt, or a valid shipping/confirmation email if the appliance was purchased online.

***Important: Please hold onto the unit until we have completed processing your warranty claim.***

As soon as we receive this information, we will continue processing your inquiry and get back to you with the next steps.

Thanks again and have a great day.

Made By Gather  
Customer Service

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On Fri, 2 Feb at 11:12 AM , Vanielle Washington <[lapenseuse@gmail.com](mailto:lapenseuse@gmail.com)> wrote:

You don't often get email from [lapenseuse@gmail.com](mailto:lapenseuse@gmail.com). [Learn why this is important](#)

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V W <lapenseuse@gmail.com>  
To: Made by gather <support@madebygather.freshdesk.com>

Sun, Feb 4, 2024 at 1:35 PM

Hello,

Do you have a similar 8 qt unit, it doesn't have to be exact (I need something this size for baking)? I will have to buy a replacement and it will save me the trouble if there is something alternative you could send.

Thanks in advance,  
Vanielle

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Made by gather <support@madebygather.freshdesk.com>  
Reply-To: Made by gather <support@madebygather.freshdesk.com>  
To: lapenseuse@gmail.com

Sun, Feb 4, 2024 at 4:30 PM

Hi Vanielle Washington,  
ticket #131357

Please note, unfortunately, we don't have the unit or part in stock, at this time we can offer a refund, please provide a photo of the cut cord request for a refund.

Thank you

Bella team

[Quoted text hidden]  
, Vanielle Washington <lapenseuse@gmail.com> wrote:  
[Quoted text hidden]

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, <info@madebygather.com> wrote:  
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, Vanielle Washington <lapenseuse@gmail.com> wrote:  
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V W <lapenseuse@gmail.com>  
To: Made by gather <support@madebygather.freshdesk.com>

Sat, Mar 9, 2024 at 5:33 AM

Hello,

Sorry this took so long. I was hoping to see if I could fix it, couldn't so I had to finally replace it. The exact same unit was on sale at Best Buy. Here is the picture. Please process the refund.

Thank you,  
Vanielle

[Quoted text hidden]

Vanielle

On Fri, Apr 19, 2024, 6:13 AM <[info@madebygather.com](mailto:info@madebygather.com)> wrote:

Hi Vanielle,

Thank you for your email.

Please be advised that the check takes 4 to 6 weeks to arrive.

Please reach out to us again if you have not received the check in two weeks.

Thank you for your understanding.

Made By Gather  
Customer Service

On Thu, 18 Apr at 4:07 PM , Made by gather <[support@madebygather.freshdesk.com](mailto:support@madebygather.freshdesk.com)> wrote:  
Hi Vanielle Washington,

We are currently locating your refund.

As soon as we receive an update, we will get back to you with further details.

Thank you for your patience and understanding.

Made By Gather  
Customer Service

On Thu, 18 Apr at 3:28 PM , Vanielle Washington <[lapenseuse@gmail.com](mailto:lapenseuse@gmail.com)>  
wrote:  
That's correct.

[2756 Argyll Ave Apt B, Concord, CA 94520](#)

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**V W** <[lapenseuse@gmail.com](mailto:lapenseuse@gmail.com)>

Wed, Apr 24, 2024 at 10:18 AM

To: Made by gather <[support@madebygather.freshdesk.com](mailto:support@madebygather.freshdesk.com)>

Good morning,

I never received it. Was there tracking on it so I can get an idea when it supposedly arrived? Why would I reach out again when the time period lapsed to let you know that I hadn't received it. There is no way someone could have cashed it without a valid ID or an account which would have been in my name. A response would be appreciated. This doesn't make sense. It seems like a scam to refuse paying out for a product still in its warranty period. Paypal should be an option to alleviate this kind of issue.

Thanks,

Vanielle

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