

Warranty Information

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Warranty Agreement

Covered Product:

PurSteam Elite Professional Garment Steamer,

Model Number: PS-910, Serial Number: _____

Order Number: _____ - _____ - _____

Buyer:

Name: _____

Address: _____, _____, _____

Limitation of Damages

In no event shall PurSteam be liable for consequential damages for breach of this warranty.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the buyer.

Warranty Coverage

PurSteam warrants the Covered Product to be free of all defects in material and workmanship for 5 years from purchase. This warranty extends to the original buyer (only or successive gift recipient with original order number).

Within the period of this warranty, PurSteam will repair or replace, free of charge; any part proving defective in material or workmanship. All warranty repairs and service must be performed by an authorized PurSteam technician, or at an authorized PurSteam service facility.

All expenses related to replacing or repairing a defective part under this warranty shall be assumed by PurSteam except for the following expenses, which shall be assumed by the buyer:

Packing & Shipping

Warranty Exclusions

This warranty does not apply to any costs, repairs, or services for the following:

1. Service calls to correct the installation of the Covered Product, or to explain the usage of the product to the buyer.
2. Repairs necessitated by use other than normal home use.
3. Damage resulting from misuse, abuse, accidents, alterations, or improper installation.
4. Corrective work necessitated by repairs made by anyone other than a PurSteam authorized service technician.

How to Obtain Warranty Service

b. If warranty repairs are to be made at an authorized service center:

The buyer should carefully pack the Covered Product, preferably in the original packing materials, and deliver it, together with a copy of the original purchase receipt and a description of the problem, to one of the following repair and service facilities:

PurSteam Attn: Warranty & Repair 1714 Franklin St, Suite 102 Oakland, CA 94612

If the buyer sends the product by U.S. mail, we recommend that the buyer insure it and send it return receipt requested. We accept no liability for products lost or misplaced in shipment.

If PurSteam does not maintain service facilities for express warranty repairs in a state and warranty repairs will not be made in the home:

Upon discovery of any defect, malfunction, or nonconformity in the Covered Product, the buyer may choose one of the following options for obtaining warranty service and repairs:

(a) The buyer should carefully pack the Covered Product, preferably in the original packing materials, and deliver it, together with a copy of the original purchase receipt and a description of the problem, to:

PurSteam Attn: Warranty & Repair 1714 Franklin St, Suite 102 Oakland, CA 94612

If the buyer sends the product by U.S. mail, we recommend that the buyer insure it and send it return receipt requested. We accept no liability for products lost or misplaced in shipment.

(b) The buyer may return the Covered Product to the retail seller, or to any retail seller of like goods of the same manufacturer, who will do one of the following:

1. Service or repair the Covered Product to conform to the applicable warranty.
2. Direct the buyer to a reasonably close independent repair or service facility.
3. Replace the Covered Product with goods those are identical or reasonably equivalent to the warranted goods.
4. Refund to the buyer the original purchase price less that amount directly attributable to use by the buyer prior to the discovery of the nonconformity.

Notice to Buyer

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. You have the right to bring any action at law or equity to resolve disputes concerning or to enforce the provisions of this warranty.

[CONTACT # \(888\)-632-9981](tel:(888)-632-9981)

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.