



Standard 1-Year Limited Warranty

Customer: _____ Invoice #: _____

Our warranty to you:

Minerva Beauty, Inc. (Minerva) warrants your product to be free from any physical defects in material and workmanship for a period of one year (Warranty Period) from the original date of shipment. Minerva will be responsible for third-party labor costs in all warranty claims within the first 30 days from the original date of shipment, after which time all labor costs will be the sole responsibility of the customer. Minerva will be responsible for all shipping costs associated with warranty claims within the first 90 days from the original date of shipment, after which time all shipping costs will be the sole responsibility of the customer.

During the Warranty Period, Minerva retains the option to either repair or replace any product, part or component, which fails under normal use as a result of a defect in material or workmanship, with a comparable product, part or component. While returning items to Minerva for repair or replacement, purchaser will be responsible for all shipping costs incurred to and from Minerva, including but not limited to, duties, taxes, and brokerage fees. Warranties are non-transferable and only apply to the original purchaser.

Product failures NOT covered by this warranty:

This warranty covers defects in manufacturing that arise from the correct use of this product. It is limited to defects in materials or workmanship and **does not cover** any damage caused by normal wear and tear, abuse, misuse, unauthorized modification, lightning or power surge damage, natural variations in wood grain, figure, or presence of character marks (which result from the normal expansion and contraction of wood and wood joints as it responds to climate changes), excessive changes in surface finishes due to aging or exposure to light, marks, scars, or wrinkles occurring naturally in leather, veins, marks, voids, fissures or cracks found naturally in stone, the matching of colors, grains, or textures of natural materials, and the colorfastness or the matching of colors of textiles, including an exact match to cuttings or swatches. Minerva Beauty, Inc. shall not, under any circumstances, be liable for any chipping, fading or peeling of laminate or any acts of nature, such as, fire, water damage, freeze, etc. A licensed plumber must perform all installation for plumbing and all plumbing related equipment. Failure to do so will result in the warranty being voided. Documentation must be provided to Minerva Beauty, Inc. for ALL plumbing related warranty issues.

Limits of liability:

If these products fail or do not perform as warranted, your sole recourse shall be to repair the product as described above. We will not be liable to you or anyone else for any damages that result from the failure of this product. These damages include, but are not limited to, the following: lost profits, lost savings, lost client, damage to other equipment, and incidental or consequential damages arising from the use or inability to use this product. Express or implied warranties are disclaimed. **IN NO EVENT WILL MINERVA BE LIABLE FOR MORE THAN THE AMOUNT OF YOUR PURCHASE PRICE, NOT TO EXCEED THE CURRENT LIST PRICE OF THE PRODUCT.**

How to obtain service under this warranty:

RMA numbers are required for all product returns by doing one of the following:

- By calling **1.888.332.0123** and speaking with a Customer Service Representative.
- By sending an email to **customerservice@minervabeauty.com**

Once a Minerva Customer Service Representative verifies you have a product problem that requires you to return your product, you will be provided with an RMA number. You must acquire an RMA number and deliver the defective item to Minerva in order to obtain service under this warranty. A sales receipt may be required to verify the original purchase. All returned items must have the RMA number visible on the outside of the shipping carton. You must either use the original packing or pack the item securely to avoid damage during shipping. Items that are damaged or do not have an RMA number clearly marked will be refused and will be the responsibility of you. Ship your item pre-paid to the following address:

Minerva Beauty, Inc.
RMA # xxxxxxxx
390 Jim Daws Road
Monroe, GA 30655