



## CLEANER SOLUTIONS INTERNATIONAL, LLC PRODUCT WARRANTY POLICY

### Warranty Terms

If your machine is not functioning properly, please call us immediately at (803) 262-0677 or email: [info@cleanersolutionsintl.com](mailto:info@cleanersolutionsintl.com). Many issues can be rectified over the telephone or via email with our trained technicians. Before service can take place, the terms of the warranty require that you complete and submit a request for service.

#### What is covered:

Your new machine is warranted against original defect in material and workmanship for the duration of the warranty period excluding accessories, attachments and normal wear parts when used in accordance with operating instructions under normal and reasonable use. This warranty is provided at no extra cost to you, all labor and parts to place your product in proper operating condition for a period of one year from date of purchase to the original purchaser.

#### What is not covered:

Damage due directly or indirectly to misuse, abuse, negligence, accidentals, disassembly, repair or alteration outside a certified service center.

Careless operation, handling, lack of maintenance or use not in accordance with the provided instructions and/or owner's manual.

Designated residential/home equipment is used in commercial use.

Cleaning blockages from machine or replacing parts associated with blockages or electrical outages.

If distilled water is used in your machine.

Product has been operated with substances other than city tap water, bottled or filtered water or any substance introduced into the boiler other than acceptable stated waters will void warranty.

Parts subject to wear and tear such as O-rings, brushes, hoses, accessories.

A major force, or use of other electricity than that indicated on the Product

If machine was exposed to extreme temperatures (below 40° F or over 90° F)

Unauthorized service returns. Purchaser must contact retailer prior to shipping product for repair to receive proper instructions and authorization

All work will be carried out by an authorized service center, or its authorized agents.



## **CLEANER SOLUTIONS INTERNATIONAL, LLC PRODUCT WARRANTY POLICY**

### **Good Practices to maintain your warranty and avoid service needs:**

- **Dropping your machine**
- **Putting anything other than water in the tank**
- **Storing in cold / allowing to freeze**
- **Lending it to untrained users**
- **Snapping off the ground plug**
- **Failure to heed best practices and maintenance**
- **Failure to keep minerals from building up in the tank**
- **Running boiler empty after machine notifies user for more water causing auto shutdown**

The sole and exclusive remedy under this warranty is repair or replacement at the Manufacturers option, of any product that proves to be defective in manufacture or materials within above stated period. The boiler vessel and heating element are warranted for 3 three years from date of purchase, excluding labor and shipping costs.

The manufacturer advises the purchaser to insure the shipment against possible loss or damage in transit. The manufacturer will not be responsible for items lost or damaged in transit.

The manufacturer or its representatives are not liable for any consequential or incidental damages (including personal injury, property damage or monetary loss) that may be incurred from purchase, use, or improper use of the product. Maximum liability shall not exceed the purchase price of the product paid by the original purchaser.

Some states do not allow the exclusion or limitation of incidental or consequential damages.

All debts incurred by services rendered by implied contract or product purchases by agreement to the term sand policies put forth by Cleaner Solutions International, LLC., at the directors discretion may be turned over to a third party agency for collection. Additional fees will be applied for processing such claims.

### **Return Merchandise Authorization**

No Hassle, Easy Returns

Please call us (803) 262-0677 if you are not fully satisfied – we can typically explain technical issues and get you steaming along immediately.



## CLEANER SOLUTIONS INTERNATIONAL, LLC PRODUCT WARRANTY POLICY

If for whatever reason you are not satisfied with your purchase we offer a 7 day return policy from date of receipt. Some items are not returnable, please see **exceptions** below. We recommend that you call us (803) 262-0677 and speak with Customer Support before deciding to return or exchange your purchase.

If your product is defective within 15 days of purchase, we will replace/repair your product if it is determined to be defective. If product is returned all standard return policies apply.

**Exceptions: Easy 220, Towels and/or pads. Non-returnable items include filtration or extraction systems due to the inability to confirm the environment to which the product was used. If a return is accepted due to certain circumstances, a 25% restocking fee will apply.**

We ensure new, direct from factory, sanitary products only. Please contact customer service if you have any questions prior to the purchase of the above listed products to ensure a proper purchasing decision.

All returns are subject to a restock fee of 15% for expenses paid by purchaser and original outbound shipping (if paid by purchaser). Items that receive “free shipping” applies only if you keep the product. All returns must be in “like new” condition, in original packaging, with instructions, paperwork and accessories. Products or accessories returned in less than reasonable new condition may be subject to additional charges. We reserves the right to refuse damaged or heavily used equipment with documentation.

Follow these simple instructions...

After you have spoken to a customer service agent or technician, please simply complete the form below to request a Return Authorization Number, and we will send you a RMA number and the appropriate address where to ship your return. No returns will be accepted without our RMA Number.

Once we have received your package we will inspect the contents. If the product is in satisfactory condition, we will refund the appropriate amount to the credit card you used for your original purchase, or issue a refund check.

**Return Exceptions** – No consideration of return/refund will be accepted regardless of circumstance after 14 days of receipt. Repair or replacement according the Manufacturer’s Warranty is the sole remedy

Any products returned without a valid RMA will be refused.

RMA is valid 15 days from receipt for the purchaser to return their product.

**Damage in Shipping** – Products arriving with damage in shipping, must be reported to the shipper (retailer) within 5 days of receipt to file appropriate claims with the transporter. All packaging and contents must accompany the damaged product.

**Package Undelivered after 3 attempts by shipping service** – All machines are shipped signature required due to value. Once shipped and if not delivered due to no attempt to receive product costs of shipping will be incurred by purchaser. Re-delivery or storage fees will be charged to purchaser.



## **CLEANER SOLUTIONS INTERNATIONAL, LLC PRODUCT WARRANTY POLICY**

**Refunds** – Once we have received your package we will inspect the contents. We recommend you insure the package prior to shipping as we are not responsible for damage incurred during the return process. Providing the product is its original packaging and in “like new” condition we will refund the appropriate amount to the credit card used for your original purchase or make the proper assessments to ensure proper credit. Please allow up to 30 days after receipt for credit to post.

**Cancellations or Delivery Refusals** – Any item shipped cannot be refused or returned for credit once in transit. If delivery is refused, charges will be incurred by the purchaser. Orders cancelled after processing (not yet shipped) will be subject to a 15% fee to recover credit card fees billed to our company and restocking. If the product has shipped it will be treated as a return item and standard charges posted above will apply.

**By submitting this form it is agreed that all policies above are understood and accepted.**

**Request Merchandise Return Authorization Number**