



GOOD HOUSEKEEPING LIMITED WARRANTY CONSUMERS' REFUND POLICY

Good Housekeeping maintains good taste and exercises strict editorial judgment as to products that are eligible for Good Housekeeping's limited warranty to consumers. Good Housekeeping bestows its limited warranty Seal on those products that have been evaluated by the Good Housekeeping Institute and been assessed to perform as intended. These judgments are the basis of the Good Housekeeping Consumers' Refund Policy.

WE PROMISE

This is Good Housekeeping's Limited Warranty: If any product that bears our limited warranty Seal proves to be defective within two years from the date it was first sold to a consumer by an authorized retailer, we, Good Housekeeping, will refund the purchase price or \$2,000, whichever is less or, at Good Housekeeping's sole discretion, repair or replace the product. This policy covers you, the consumer, whether you bought the product or it was given to you (by the buyer).

WHAT TO DO

Consumers who believe their Seal-holding product is defective must contact Good Housekeeping within 2 years from their purchase date. Please provide a summary of the problem by either email or regular mail.

By email to: **ghseal@goodhousekeeping.com**

By mail to: **Good Housekeeping Magazine
Attn: Consumer Services & Seal Department
300 W. 57th Street
28th Floor
New York, NY 10019**

Once received we will provide a letter with detailed instructions and a consumer complaint form. Once the complaint form is returned along with a copy of a receipt and any other pertinent documentation, the Good Housekeeping Institute will review the complaint and contact the consumer directly.

The Good Housekeeping Institute will then suggest a course of action, which may be sending in the Seal-holding product for an in-lab diagnosis. If the product is defective, we will refund the lesser of the purchase price or \$2,000 or, at our sole discretion, repair or replace the product. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

EXCLUSIONS

If the manufacturer or retailer of the product has already reimbursed you for the purchase price, replaced or repaired the product, or issued a product recall, we will consider the matter resolved and the warranty will not apply. The warranty also will not apply if you have taken any action that would preclude us from inspecting any product that has been installed on your premises. Some products must be installed, assembled, used, and serviced as the manufacturer directs to give proper performance. We are not responsible and the limited warranty does not apply when a defect arises from improper installation, assembly, use or service, or if the product is abused.

This policy covers the functionality of products that purport to offer savings in energy, mileage or other measures of efficiency; however, due to many variables that may affect product usage by a consumer, this warranty does not extend to claims regarding the specific amount of efficiencies that may result from use of a product.

This policy covers the functionality of educational and instructional products, i.e., operability of a tape, book, compact disc, or other media, but does not extend to warrant the educational effectiveness to be achieved from use of the products. Due to the nature of the Internet, no software product can completely protect against exposure to offensive content. Exposure to any such content shall not be deemed a defect under the terms of this policy.

If a product has been damaged as a result of negligence or misuse by the user, the limited warranty will not apply.

Products that bear the Good Housekeeping limited warranty Seal, are not manufactured, sold or serviced by Good Housekeeping, unless otherwise expressly indicated. Good Housekeeping makes no express warranty for state law and provides no guarantee or remedy other than as described here.

MORE INFORMATION

To learn more about the Good Housekeeping Limited Warranty, please visit:

Overview

<http://www.goodhousekeeping.com/institute/about-the-institute/a22148/about-good-housekeeping-seal/>

Frequently Asked Questions

<http://www.goodhousekeeping.com/product-reviews/history/good-housekeeping-seal-faqs>