

Rug Doctor Warranty

<https://www.rugdoctor.com/warranty/>

WARRANTY REGISTRATION

Rug Doctor® carpet cleaning machines have been manufactured, tested, and inspected in accordance with Rug Doctor's high standards of quality. Mighty Pro and Wide Track machines are backed by a 5-year limited consumer warranty. The Rug Doctor Portable Spot Cleaner is backed by a 2-year warranty. The Rug Doctor Deep Carpet Cleaner is backed by a 2-year warranty. Please consult your users manual to see the full terms of your warranty.

FIVE YEAR LIMITED CONSUMER WARRANTY

Rug Doctor gives you, the original purchaser, who retains proof of purchase from Rug Doctor or an authorized Rug Doctor Dealer, this limited ("warranty") for your MIGHTY PRO® or Wide Track™ carpet cleaning machine acquired for normal household use (commercial use is excluded). You are responsible for notifying Rug Doctor within thirty (30) days of original purchase if any parts or components are missing on your MIGHTY PRO or Wide Track machine.

TWO YEAR LIMITED CONSUMER WARRANTY

Rug Doctor gives you, the original purchaser, who retains proof of purchase from Rug Doctor or an authorized Rug Doctor Dealer, this limited ("warranty") for your Portable Spot Cleaner™ or Deep Carpet Cleaner carpet cleaning machine acquired for normal household use (commercial use is excluded). You are responsible for notifying Rug Doctor within thirty (30) days of original purchase if any parts or components are missing on your Portable Spot Cleaner or Deep Carpet Cleaner.

WHAT DOES THIS WARRANTY COVER / HOW LONG DOES THE WARRANTY LAST?

Rug Doctor will, for the original purchaser, repair or replace including labor, any part that is defective in material or workmanship for your Mighty Pro or Wide Track carpet cleaning machine within five (5) years of purchase date; ten (10) years on outer housing parts. Rug Doctor will, for the original purchaser, repair or replace including labor, any part that is defective in material or workmanship for your Portable Spot Cleaner within two (2) years

of purchase date. Rug Doctor will, for the original purchaser, repair or replace including labor, any part that is defective in material or workmanship for your Deep Carpet Cleaner within two (2) years of purchase date. This warranty applies for normal household use only.

WHAT THE WARRANTY DOES NOT COVER

The following exclusions apply for part(s) failures due to: 1) normal wear and tear; 2) machine alterations and 3) abuse or misuse of the machine, including use not in accordance with the "Instruction Guide". This warranty does not provide for a refund of the purchase price. For best operating efficiency and cleaning use of Rug Doctor products is recommended. Use of the machine for rental voids the warranty and is not permitted under Federal Law (see "UNAUTHORIZED USE" statement below). Commercial use is excluded under this warranty however the "ONE YEAR LIMITED COMMERCIAL WARRANTY" applies, as shown below. Rug Doctor is not liable for any consequential or incidental damages of any nature involving the purchase/use of your carpet cleaning machine. Rug Doctor's liability will not exceed the purchase price of the machine. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you.

EXPENSES

If a machine is returned to a warranty center for repair within thirty (30) days of original purchase, Rug Doctor pays the freight charges both to the warranty center and back to you. Thereafter, you may be directed to take the machine to a local repair center or required to ship the machine to a Rug Doctor warranty center should additional repairs be required during the warranty period. You will be responsible to pay any freight charges for shipment to the warranty center for repairs occurring after the initial thirty (30) days. Rug Doctor will pay the freight charges to return your machine to you.

HOW STATE LAWS APPLY

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

HOW DO I GET SERVICE UNDER THIS WARRANTY?

To obtain warranty assistance, please contact Rug Doctor Consumer Support. Rug Doctor will need the following information in order to assist you: your

name, address and telephone number, product model and serial number, proof of purchase showing date and place of purchase.