

## Limited-warranty Policy

Thank you for purchasing our products! Farouk Systems, Inc. is a company comprised primarily of professional hairdressers that serves beauty industry professionals in the salon environment. Farouk Systems, Inc., the first in the industry to use ceramic ionic technology, wants you to be satisfied with your appliance purchase and makes the following one (1) year limited warranty for Farouk Systems, Inc. appliances purchased through a professional salon. This warranty does NOT cover appliances purchased through the internet or any other outlet.

### LIMITED ONE-YEAR WARRANTY FOR REPLACEMENT

**What Does This Warranty Cover?** Any malfunction or defect caused by faulty materials or workmanship for any Farouk Systems, Inc. appliance that was purchased through a professional salon or other authorized distributor.

**How Long Does The Warranty Last?** One (1) year from the date of purchase.

**Limitations.** (A) THE DURATION OF ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, GOOD AND WORKMANLIKE PERFORMANCE OF SERVICE, OR OTHERWISE, ON THIS PRODUCT ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE WHICH IS ONE (1) YEAR FROM THE DATE OF PURCHASE. (B) FAROUK SYSTEMS, INC. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES THAT ARISE OUT OF THE INSTALLATION, USE, OR OPERATION OF ITS APPLIANCES OR OUT OF THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. (C) APPLIANCES PURCHASED THROUGH THE INTERNET OR FROM ANY OUTLET OTHER THAN A PROFESSIONAL SALON ARE NOT COVERED BY THIS WARRANTY. (D) ANY ALTERATION OR REMOVAL OF THE SERIAL NUMBER OR OTHER IDENTIFYING MARKS ON THE APPLIANCE OR PACKAGING WILL VOID THIS WARRANTY.

**What Will Farouk Do?** Farouk Systems, Inc. will replace your appliance at no charge other than a \$15 return shipping and handling fee. The replacement appliance is warranted for the remainder of the original one (1) year warranty period. If the tool sent in is no longer available, it will be replaced with a comparable tool.

**What Does This Warranty Not Cover?** This warranty does not cover any steel parts; plastic parts; flex cord; damages caused by negligence, misuse, tampering, alteration, failure to follow safety, operation or maintenance instructions; appliances purchased over the Internet or through any Internet auction site or from any other outlet that is not a professional salon; or alteration or removal of the serial number or other identifying marks on the appliance or the packaging. Further, this warranty does not cover normal wear and tear.

How to Get Your Appliance Replaced? Either:

(A) Save your original receipt. Return the appliance with the original receipt to the professional salon from which it was purchased where the appliance may be exchanged at no charge, depending on the retailer's exchange policy (terms and conditions may vary depending on store's exchange policy); or

(B) Contact Farouk Systems, Inc. Customer Service at (800) 237-9175 if you have any questions regarding your tool. Send your tool, along with any completed warranty card that accompanied the tool at time of purchase, the original receipt indicating the location and date of purchase and a check or money order made payable to Farouk Systems, Inc. for \$15 to cover shipping and handling, to the following address (United States Only: California residents are not required to send payment.):

Attention: Warranty Dept.  
Farouk Systems, Inc.  
250 Pennbright  
Houston, TX 77090

We strongly recommend tracking your shipment using UPS, Federal Express or Registered Mail and keeping the tracking number for your records. You are responsible for the shipping charges to send your appliance to Farouk Systems, Inc. Farouk Systems, Inc. is not responsible for lost or stolen items or tools that are lost during shipping to Farouk Systems, Inc.

How Does State Law Apply? This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation of implied warranties may not apply to you.

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

Thank you again for your purchase. We appreciate the opportunity to serve our customers.

Contact Us

We have taken great measures to ensure that your visit to our website is an excellent one and that your privacy is constantly respected. If you have any questions, comments or concerns about our privacy practices, please contact us by e-mail at [info@farouk.com](mailto:info@farouk.com) or telephone at 1-800-237-9175.