

## **J&A USA INC. LIMITED WARRANTY**

J&A USA Product: Episode, Petra, Toepia, Cleo, Pacific

J&A USA Accessories: Euro Stool, Epi-Stool, Tri-Stool - 6 month from date of Purchase

Duration of the limited warranty: One year from date of purchase

Coverage on limited warranty: Part/s & Labor

### **Extent Of Limited Warranty**

J&A USA warrants that the J&A product and/or accessories specified above will be free of defects in materials and workmanship for the duration specified above. Which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of the purchase and manual booklet in order to initiate the warranty. Each customer MUST send J&A Warranty Card in the booklet. Read carefully and return to J&A within 15 days from the date of purchase.

If J&A received notice of a defective product during the applicable warranty period, J&A USA shall either repair or replace the defective part/s at J&A USA option. Replacement product may be either new or equivalent in performance to new. If J&S USA is unable to repair or replace, as applicable a defective product covered by J&A warranty, J&A shall within a reasonable time after being notified of the defect, replacement of equivalent purchase price for J&A product, accessories, or supplies. J&A shall have no obligation to repair, replace, or refund until the verification process by J&A is completed.

J&A's limited warranty is valid in US where the covered J&A product is distributed by J&A. An additional services, may be available from any authorized J&A service facility where the product is distributed by J&A or by an authorized importer.

J&A 's limited warranty cover only those defects which arise as a result of normal use of the product, and Do NOT apply to any:

- \* Improper or inadequate maintenance or modification
- \* Unauthorized modification or Misuse
- \* Improper site preparation or maintenance

Any applicable warranty shall not apply to J&A that has been improper installation or plumbing remanufactured, refurbished, misused and tamper within any way.

### **Limitation of Warranty**

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER J&A NOR ITS THIRD PARTY SUPPLIER MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND. WHETHER EXPRESS OR IMPLIED. WITH RESPECT TO THE J&A PRODUCT . AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Some state/s or providence/s do not allow limitations on the duration of an implied warranty. So the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights that varies from state to state, or providence to providence.

### **Limitation of Liability**

To the extent allowed by local law, the remedy provided in this warranty statement are the customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SER FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT WILL J&A OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL INCIDENTAL, OR CONSEQUENTIAL (INCLUDE LOST PROFIT) DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

### **Obtaining Technical Support**

Please, look for help in th e following order:

- 1) see trouble shooting guide
- 2) e-mail us in detailed description of your problem
- 3) or Fax us in detailed description of your problem
- 4) Contact your local distributor and request an A/S report to be filled on your behalf
- 5) Contact J&A tech support by phone

Please have the following information ready

- 1) Salon or company name, address, telephone number
- 2) Contact Name
- 3) Model name, serial number
- 4) Brief description of the problem

J&A USA Inc.

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