

express ion
smooth

WARRANTY GUIDE

RETURN ADDRESS

Paul Mitchell® Pro Tools™ Warranty Center
357 Mill Road, Staten Island, NY 10306 U.S.A.
1-888-522-8622
pmprotools@paulmitchell.com

For all warranty issues, please call 1-888-522-8622 or e-mail us at pmprotools@paulmitchell.com before returning any Paul Mitchell® Pro Tools™ appliance.

NOTICE: This guide/warranty form is only for the Express Ion Smooth® (North American model S12NA only). Please do not use this form for the return of any other tool.

Distributed by

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PAUL MITCHELL protools

WARRANTY RETURN PROCEDURE

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MAIL ALL RETURNS TO:
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WARRANTY GUIDE

IMPORTANT: Warranty valid only when appliance is purchased from an authorized PAUL MITCHELL® salon or distributor. Warranty valid only for the Express Ion Smooth®.

Terms and conditions may vary depending on salon/authorized retailer's individual exchange or return policy.

LIMITED 12 MONTH WARRANTY

Our 12 month warranty covers tools within the U.S. (Alaska, Hawaii, Puerto Rico and Continental U.S.) and Canada only, and only when purchased from an authorized PAUL MITCHELL® salon or distributor.

The Paul Mitchell® Pro Tools™ warranty covers the appliance against defects in material or workmanship for 12 months from date of purchase.

Sorry, no refunds will be given.

THIS WARRANTY DOES NOT COVER:

- Normal wear and tear, which includes, but is not limited to, housing or plate scratches, shorts or cuts in the power supply cord or plug
- Damage due to misuse and abuse such as:
 - Dropping
 - Wrong voltage supply
 - Neglecting safety precautions
- Tampering, such as repair or attempted repair by unauthorized party
- Neglect or lack of proper maintenance (e.g., dirty plates)
- Damage to cord

Please do not wrap the cord around the iron as it can result in the cord breaking.

PLEASE BE ADVISED THAT IMPROPER USE OR MAINTENANCE OF YOUR APPLIANCE CAN RESULT IN DAMAGE TO PROPERTY OR PERSONAL INJURY INCLUDING GREAT BODILY HARM. IT IS IMPORTANT TO FOLLOW THE INSTRUCTIONS. FAILURE TO DO SO CAN VOID THIS WARRANTY.

1. WITH PROOF OF PURCHASE AND WITHIN 12 MONTHS

Exchange or repair of defective appliance is at Paul Mitchell's discretion. If your Paul Mitchell® Pro Tools™ appliance fails to operate properly within the 12 month warranty period, consumers can return the iron to the salon where it was purchased (**terms and conditions may vary depending on salon/authorized retailer's individual exchange or return policy**), and stylists can return it to their distributor, making sure to bring the original proof of purchase. Otherwise, you may send your appliance, postage paid, along with completed Warranty/Repair Request, your proof of purchase and money order or credit card information for \$14.00 (USD) payable to Paul Mitchell® Pro Tools™ Warranty Center to cover repair, shipping, handling and insurance back to you. However, if the defective appliance is being returned from Alaska, Hawaii, Puerto Rico or Canada, make sure to call our Help Line at 1-888-522-8622 before sending anything. Sorry, checks are not accepted.

2. WITH PROOF OF PURCHASE AND AFTER 12 MONTHS

If your Paul Mitchell® Pro Tools™ appliance fails after the 12 month warranty period, you still can have your appliance repaired. From the Continental U.S., send the appliance, postage paid, along with the completed Warranty/Repair Request, your proof of purchase and money order or credit card information for \$35.00 (USD) payable to Paul Mitchell® Pro Tools™ Warranty Center to cover repair, shipping, handling and insurance back to you. However, if the defective appliance is being returned from Alaska, Hawaii, Puerto Rico or Canada, make sure to call our Help Line at 1-888-522-8622 before sending anything. Sorry, checks are not accepted.

ANY IMPLIED WARRANTIES, OBLIGATIONS, OR LIABILITIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE 12 MONTH DURATION OF THIS WRITTEN LIMITED WARRANTY.

IN NO EVENT SHALL JOHN PAUL MITCHELL SYSTEMS® BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, WHATSOEVER.

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state both in the U.S.A. and Canada.

Guaranteed only when sold by a professional hairdresser, otherwise it may be counterfeit, black market, old or tampered with.

NOT guaranteed when sold by a drugstore, supermarket or other unauthorized source.

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express ionsmooth®

WARRANTY/REPAIR REQUEST FORM

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MAIL ALL RETURNS TO:
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We are sorry that you are experiencing a problem with your Paul Mitchell® Pro Tools™ appliance. In order to process your request for warranty exchange or repair as quickly as possible, please fill out the following information and mail it with your appliance to the PAUL MITCHELL® PRO TOOLS™ WARRANTY CENTER, along with original proof of purchase, money order, or completed credit card payment information below. No checks accepted. Please allow 6 – 8 weeks for your appliance to be returned.

PLEASE READ ENTIRE GUIDE BEFORE SENDING APPLIANCE

Customer Information:

(Where you want your repaired appliance returned to)

NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____

E-MAIL: _____

PLACE OF PURCHASE: _____

PROOF OF PURCHASE ENCLOSED: YES NO

PRODUCT CONTROL NUMBER:
(11 digit code beginning with "EU" found on the cord)

Please describe the problem: _____

Payment Information:

(Sorry, checks are not accepted)

ORDERS WILL NOT BE PROCESSED WITHOUT PAYMENT

MONEY ORDER IS ENCLOSED.

CHARGE my order to my credit card:

(check one) MasterCard Visa AMEX Discover

Card Number _____ Expiration Date: ____ / ____ (Month/ Year)

Card Holder Name _____

Card Holder Signature _____ Card Holder ZIP CODE _____

www.paulmitchell.com