



PROFESSIONAL
SALON CONCEPTS

TOOL POLICY

Paul Mitchell Tools

Important: Tools are a non-returnable item and may only be exchanged for an identical tool in the event that your tool is defective. All limited edition and discontinued tools are non-returnable.

As a courtesy to help you exchange your defective tool, within the first year, PSC will expedite this process for you.

For **Neuro Tools** please go to www.paulmitchell.com/register and **register your tool as soon as you receive it**, this will activate your 2 year warranty. If a Neuro tool is being purchased by one of your guests, please explain to them the importance of registering their tool at paulmitchell.com/register.

Please have the following information available:

- **Product Control Number** (code beginning with "EU" found on the tag on the cord, removing this tag will void the tools warranty).
- **Original receipt of purchase.** If the tool in question was brought back to your salon by a guest, please have a copy of the receipt of sale from your salon to the guest.
- A detailed description of the issue you are having with the tool.

When you call PSC for your replacement tool, a \$20.00 shipping and handling fee is due at this time and may be paid by major credit card, a \$2.50 fee applies for each additional tool. If you call prior to 3:00 p.m. (CST) a replacement tool will be shipped the same day along with a call tag to retrieve the defective tool. If you call after 3:00 p.m. (CST) a replacement tool will ship to you the following business day.

Pro Tools have a one year limited warranty and Neuro Tools have a 2 year limited warranty provided that you have registered the tool upon receipt.

After the warranty expires, if the tool should fail you may send it in to the manufacturer for repair. Please call (888) 522-8622.

If your Neuro tool fails after the 12 month warranty period and you have registered the tool online, please 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 payable to Paul Mitchell Pro Tools Warranty Center, 357 Mill Road, Staten Island, NY 10306 to cover repair, shipping, handling and insurance back to you. Please allow 6-8 weeks for processing.

Please send defective **Pro Clippers** directly to the manufacturer:
Oster Direct, 904 Red Road, McMinnville, TN 37110-8653.
(800) 830-3678

Please include the following:

- A written explanation of the reason for repair.
- Your contact information and return address.
- Please include the clipper blades.
- Include a copy the original sales receipt.
- Returns made after one year may be serviced, fees may apply.