



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.

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 will be due and may be paid by major credit card, a \$2.50 fee applies for each additional tool. If you call prior to 3:30 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 3:30 p.m. (CST) a replacement tool will ship to you the following business day.

Paul Mitchell Pro tools have a 1year limited warranty and Neuro tools have a 2year 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) 552- 8622. If your Neuro tool fails after the 12 month warranty period and you have registered the tool online, please send the tool, 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.

Wahl

Important: Tools are non-returnable.

All tool warranties are honored directly through Wahl. Please refer to your instruction booklet or visit wahlpro.com for more information.

z.one concept

Important: Tools are non-returnable.

The milk_shake elchim dryer warranties are honored directly through elchim. Please refer to your instruction booklet or visit elchim.com/technical-assistance/ for more information.

O2 Professional

Important: Tools are non-returnable.

1-year limited warranty. The warranty covers against defects in the material or workmanship for up to 1-year from date of purchase. All returns claims are subject to inspection for warranty determination as this warranty does not cover damage caused by dropping, blocked filter cap, hair, lint build up or foreign objects inside, improper cleaning or damage due to incorrect voltage if it's not a dual voltage hair tool.

The warranty does not cover buyer's remorse.

Please save your receipt, as warranty claims are only valid with proof of purchase. All damages shall be limited to the purchase price of the product.