



Paul Mitchell

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.

PM Tools & 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 tool is being purchased by one of your guests, please explain to them the importance of registering their tool.

PSC Exchange Process: 0- 12 months

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

What you'll need for an exchange:

1. 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.
2. A detailed description of the issue you are having with the tool.
3. A \$20 shipping/handling fee applies, payable by major credit card. Each additional tool is \$2.50

Manufacturer Exchange Process: 13-24 months

On tools that are registered for the 2 year warranty, please complete the Warranty Request Form at: <https://www.paulmitchell.com/pages/warranty-request>

Tools are not covered under warranty after 24 months.

Express Ion Tools

Paul Mitchell Express Ion Tools have a 1 year limited warranty.

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O2 Professional

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Tools are not covered under warranty after 12 months.

Wahl

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