



## 8Streme Warranty and Return Policy

### Defective Return Policy

Any cleaner sold to an end user shall be covered by a 30-day product replacement policy. After the 30-day period has passed, the cleaner will be covered by the remaining portion of that product's warranty. This replacement must be approved by 8Streme after 8Streme has an opportunity to troubleshoot any issues with the end user via customer service at **201 465 4220**. The warranty work will be performed at the NJ or California service centers. For the first month freight will be paid both ways to and from the service centers. After the initial month, freight will only be paid on the return of the product to the end user or dealer.

The warranty process will be as follows:

Any consumer request for warranty service will be handled directly by 8Streme. If a customer would like to make a warranty claim, they are to call 8Streme's designated service agent at **201 465 4220** for troubleshooting. If the troubleshooting is unsuccessful and within the first month, 8Streme will issue a return shipping label to the consumer, sending the cleaner to the closest service center. The cleaner will be serviced and sent back to the consumer at 8Streme's expense.

After the initial three months of warranty has passed, and 8Streme has determined the unit is in need of warranty service after troubleshooting, the consumer will pay inbound shipping to the service center, and 8Streme will pay the return shipment.

All warranty requests must be accompanied by a proof of purchase which shows model number and date of purchase.

8Streme

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