



Carpet Care Pro Manufacturing, Inc.
Phone: 1-866-947-7374

LIMITED WARRANTY

What does the Zipper™ limited warranty cover?

The manufacturer of the Zipper™, Carpet Care Pro Manufacturing, Inc. warrants to the holder of a valid proof of purchase that the product and accessories provided by Carpet Care Pro Manufacturing, Inc. are free from original defects in material and workmanship, pursuant to the following terms and conditions, when used normally and in accordance with the operation instructions.

What will Carpet Care Pro Manufacturing, Inc. do if the Product is not free from material defects in materials and workmanship during the limited warranty period?

During the limited warranty period, Carpet Care Pro Manufacturing, Inc. will repair or replace at our option, without charge, any defective material or parts. If we repair this product, we will use only new replacement parts. If we choose to replace this product, we will replace it with the same design. Carpet Care Pro Manufacturing, Inc. will retain defective parts or equipment. You should expect the repair or replacement to take approximately 30 days.

How long is the Zipper™ limited warranty period?

The limited warranty period for the Zipper™ is ONE (1) YEAR from the date of purchase, with exception to the Teflon Glides. The warranty period for the glides is 6 months from the purchase date. This limited warranty also applies to repaired or replacement products for a period of either (1) 90 days from the date the repaired or replacement product is shipped to you or (2) the time remaining on the original one-year or 6 month warranty, whichever is longer.

What is not covered by the Zipper™ limited warranty?

This limited warranty does not cover the following:

- Pick up service, house calls, or delivery. However, if you mail your defective product(s) for warranty service, transportation will be paid for one way.
- Parts or equipment that has been damaged due to misuse, accident, shipping, or other physical damage, improper installation, abnormal operation or handling, negligent, fire, or improper cleaning.
- Product that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative or Carpet Care Pro Manufacturing, Inc.
- Product that is damaged due to the use of non-Zipper™ accessories or fixtures.
- Product returned without valid proof of purchase.

How do you get Zipper™ warranty service?

- To obtain warranty service, call 1-866-947-7374 for instructions on where to return the damaged part(s) or equipment. Before calling, please have your receipt available.
- Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport. Carpet Care Pro Manufacturing, Inc. will pay for the return of the repaired or replaced product under this limited warranty to you. Carpet Care Pro Manufacturing, Inc. assumes no risk for damage or loss during delivery.
- If the defective part(s) or equipment is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, we will notify you and will request that you authorize the cost of repair and return shipping costs for the repairs that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

- Return in the original package or appropriate-sized package for small part(s), along with a description of the malfunction or defect.
- Include a copy of a "valid proof of purchase" (sales receipt) identifying the product purchased and the date of purchase.
- Provide your name, complete mailing address, and telephone number where you may be reached.

Other Limitations

- This warranty is the complete and exclusive agreement between you and Carpet Care Pro Manufacturing, Inc. It replaces all written or oral communications related to this product. Carpet Care Pro Manufacturing, Inc. provides no other warranties for his product. The warranty solely describes all of Carpet Care Pro Manufacturing, Inc.'s responsibilities regarding this product.
- While this warranty gives you specific legal rights, you may also have other rights which vary from state to state.
- No one is authorized to make modifications to this limited warranty and you should not rely on any such alteration.
- In NO event shall Carpet Care Pro Manufacturing, Inc. be liable for lost profits or revenue, inability to use the product, or other associated equipment due to repair or service issues. We do our best to get your equipment back to you in a timely matter.
- Carpet Care Pro Manufacturing, Inc. is not liable for any incidental, special, indirect, consequential, or similar damages resulting from the use of this product.
- Carpet Care Pro Manufacturing, Inc. is not liable for claims made by third parties.