

mr.steam®warranty

Towel Warmers

limited warranty
for Towel Warmers
installed within
the United States
or Canada

mr.steam®

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www.mrsteam.com • email: hello@mrsteam.com

West Coast:

9410 S. La Cienega Blvd., Inglewood CA 90301
1-800-72 STEAM • Fax: 310-216-2944

Limited Warranty for Towel Warmers

Mr.Steam® warrants that its Mr.Steam Towel Warmers which are installed in the United States or Canada are free from defects in materials and workmanship for two years from the date of purchase by the original purchaser.

Mr.Steam will repair or replace (at its option) a Mr.Steam Towel Warmer if it fails to conform to this limited warranty. All warranty work will be performed without charge when the Mr.Steam Towel Warmer is returned to the location designated by Mr.Steam within two years of the date of purchase.

Limited Warranty for Operating Controls and Accessories

Mr.Steam warrants that the Electronic Timer for the Mr.Steam Towel Warmers are free from defects in materials and workmanship for one year from the date of purchase by the original consumer purchaser.

Mr.Steam warrants that the Robe Hook and Towel Bar Accessories for the Mr.Steam Towel Warmers are free from defects in materials and workmanship for two years from the date of purchase by the original consumer purchaser.

Mr.Steam will repair or replace (at its option) any of the foregoing products (collectively, Mr.Steam Products) if it fails to conform to this limited warranty. All warranty work will be performed without charge when the Mr.Steam Product is returned to the location designated by Mr.Steam within the applicable warranty period.

Terms, Conditions, and Exclusions

This limited warranty is non-transferable and applies only to the original purchaser. This limited warranty does not apply to a Mr.Steam Towel Warmer which is sold "as is" or in a damaged condition. This limited warranty does not apply to repairs or replacement necessitated by any cause beyond the control of Mr.Steam including, but not limited to, use of abrasive cleaners, chlorine-based cleaners, abrasive cleaning pads, or similar materials and/or cleansers, any malfunction, defect, or failure caused by or resulting from unauthorized service or parts, improper maintenance, and/or problems arising due to local water conditions, operation contrary to furnished instructions, damages occurring during shipment, transit, storage, or handling, or arising from modification or repair by any person not authorized by Mr.Steam, abuse, misuse, neglect, accident, incorrect power line voltage, fire, flood, or other Acts of God. MR.STEAM TOWEL WARMERS MUST BE INSTALLED, OPERATED, AND MAINTAINED IN ACCORDANCE WITH MR.STEAM'S INSTRUCTIONS. FAILURE TO FOLLOW THE INSTALLATION, OPERATION, OR MAINTENANCE PROCEDURES OR USE OF UNAUTHORIZED PARTS AUTOMATICALLY VOIDS THIS LIMITED WARRANTY. The original purchaser is responsible for the suitability of the Mr.Steam Towel Warmer for their application. This warranty does not apply to expendable parts which are required to be replaced in the ordinary course of operation. This limited warranty does not cover any costs incurred for the removal or reinstallation of the Mr.Steam Towel Warmer.

To ensure expedient processing of any warranty claim, a Return Materials Authorization (RMA) is to be obtained by the original consumer purchaser and prominently shown on any correspondence or packages. Returns made without a RMA will not be processed.

To obtain a RMA, call 1-800-76 STEAM (East Coast) or 1-800-72 STEAM (West Coast). The original purchaser is responsible for all shipping charges. All Mr.Steam Towel Warmers returned pursuant to a RMA must be shipped freight prepaid. Proof of purchase (original sales receipt) identifying the model number and serial number must accompany all warranty claims.

Returns will be examined by Mr.Steam. If in the judgment of Mr.Steam the defect in workmanship or materials is not subject to the limited warranty, any returns or repairs thereafter made shall be at the request and expense of the original purchaser.

THIS LIMITED WARRANTY IS ONLY FOR MR.STEAM TOWEL WARMERS PURCHASED AND USED IN THE UNITED STATES OF AMERICA AND CANADA. THE FOREGOING IS IN LIEU OF ALL EXPRESS OR IMPLIED WARRANTIES AND MR.STEAM DOES NOT ASSUME OR AUTHORIZE ANY PARTY TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN AND SPECIFICALLY LIABILITY FOR ANY BREACH OF ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PURPOSE IS EXCLUDED. THE DURATION OF ANY WARRANTIES WHICH MAY BE IMPLIED BY LAW NOTWITHSTANDING THE PREVIOUS SENTENCE (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS) SHALL IN NO EVENT EXCEED TWO YEARS. IN NO EVENT SHALL MR. STEAM BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF ANY MR. STEAM TOWEL WARMER; OR FOR ANY DELAY IN THE PERFORMANCE OF ITS OBLIGATIONS UNDER THIS WARRANTY DUE TO CAUSES BEYOND ITS CONTROL. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS AND/OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGES; SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.