

## **WARRANTY POLICY**

According to past practice with technical and guarantee issues we have established upgraded policy to make the guarantee procedures more clear and efficient. The aim is to best satisfy customer needs and guarantee long life of NeoQi products.

### **If you have bought up to nine units**

-When the equipment has a defect concerning guarantee it is NeoQi's responsibility to send out the specified part by express courier on NeoQi's expense.

### **Spare part kit for every ten units**

Neoqi sends guarantee spare parts kit to resellers for every ten units ordered.

The spare part kit contains:

overheat protection	3 pcs.
circuit board for equipment hood	1 pcs.
circuit board for tub	1 pcs.
circuit board for steam generator	1 pcs.
control panel for equipment hood	1 pcs.
control panel for equipment tub	1 pcs.

### **General**

NeoQi *energy cocoon* is warranted to be free from defects in material or workmanship for parts and labor.

The guarantee will be invalidated and all forms of liability excluded if:

- The appliance is subject to inexpert intervention or modification,
- Limited warranty coupon is not sent back to the producer and no proof of purchase is provided confirming the date of purchase and the name of supplier.

This warranty does not cover:

- Defects associated with inadequate equipment service;
- Normal wear and tear;
- Intentional or negligent damage;
- Damages through failure to follow instructions for use (brought out in user's manual);
- Incorrect location or installation;
- Connection to an incorrect power supply;
- Damages caused by accidents;
- Damages from chemical and electrochemical corrosion or through other abnormal environmental conditions;
- Glass, paint or enamel damages;
- If the equipment was attempted to be repaired by any other than NeoQi Ltd. or the distributor's qualified maintenance personnel;
- Defects associated with pouring essential oil into the "AROMA" tank. It is prohibited to pour essential oil into the "AROMA" tank. Only water based emulsions are allowed to be used in NeoQi Energu Cocoons.

NeoQi Ltd. undertakes to rectify defects, or to have such defects rectified, which are verified as having occurred within guarantee period of the handover of the appliance,

free of charge. NeoQi Ltd. also reserves the right to replace defective parts or the complete product, at its discretion.

Any other claims, particularly claims for compensation for damage not applicable to the appliance itself or arising as a consequence of an excessively delayed repair or replacement delivery, are excluded.

Claims under guarantee must be accompanied by product serial number.

**Guarantee spare parts procedures**

-When a part is utilised from the kit, we ask you to send us back the defective part. When we are certain that a reclamation is considered as guarantee case, we send you out new part to replace it in the kit. When defective part is not sent back we do not handle the case as guarantee and send you an invoice for the spare part.

-When you have a guarantee case concerning spare part not included in the kit, its NeoQi's responsibility to send out the specified part by express courier.

-When you don't have units under guarantee terms anymore, you are responsible for sending us back the spare part kit or as well you may pay for the part in order to keep them.

-If the reclamation case is evaluated as a non-guarantee issue, Neoqi will not cover the expenses and has the right to ask for refunding of paid expenses.

-When sending back defective part please use regular posting service, all costs associated with delivery will be covered by Neoqi.

**Guarantee coupon**

With every NeoQi energy cocoon a guarantee coupon is sent where the guarantee period is noted. Starting from 21.08.2003 we follow very strictly that the coupon is sent back to NeoQi office. Otherwise the guarantee does not activate.

**Important**

We kindly ask you to send back all defective parts you have encountered so far. It is critical for our R&D department to evaluate and analyse a problem. Please use regular post service and NeoQi will pay for the delivery.