

SILVERFOX WARRANTY

1. Unless otherwise stated, Silverfox products sold by Silverfox Health and Beauty (Silverfox) are covered against manufacturer defects under a 2-year warranty.
2. Invoice issued by Silverfox will be the reference for the warranty commencement.
3. All merchandise must be inspected upon receipt. Damaged or missing items must be reported within 48 hours of receipt of order. Upon discovery of a defect, customer should stop using the defective item to prevent further damage.
4. The resolution of incidences that may arise within or out of the warranty period are under the dealers' responsibility who will count on Silverfox support in order to solve them.
5. Dealer will have to send Silverfox a detailed report to determine the cause of the dysfunction. Dealer will communicate with the end-user.
6. If the item is under warranty, Silverfox will provide the necessary parts at no cost or will provide a RMA and will cover the cost of repair of item. Silverfox, at its own discretion, will decide whether the item is repairable or needs to be replaced. Items will be replaced only if they are not repairable. For larger items shipped by freight, customer may choose to package the item and to ship it to Silverfox at their own expenses. Otherwise, repairs will need to be performed on-site. Silverfox will provide at no cost all parts necessary to the repair as well as detailed instructions.
7. Defects or damages caused by improper use (including wrong voltage) or negligence or natural wear remain out of the warranty terms. This warranty does not cover damages that occur during delivery or installation. Warranty will be voided in case of a non-authorized manipulation of product.
8. Silverfox will not accept returns of item without an authorized RMA.
9. If the item under warranty cannot be repaired, Silverfox may replace it at no cost. Products that are returned must be packed in good conditions and in original packaging with the RMA number clearly displayed on the box. All products must be received within 30 days within the day the RMA was issued.
10. Warranty applies exclusively within the USA.