

VIP Lifetime Service Guarantee

The Limited Lifetime warranty applies to eligible purchases made directly from Euro-Pro Operating LLC. Warranty coverage applies to the original owner and to the original product only and is not transferable.



Euro-Pro Operating LLC warrants that the unit shall be free from defects in material and workmanship from the date of purchase when the appliance system is used for residential consumer purposes and maintained according to the requirements outlined in the Instruction manuals.

What is covered in my warranty?

The original unit and/or non-wearable components deemed defective will be repaired or replaced as long as you own the original unit.

In rare instances, a replacement unit may be issued to honor our warranty conditions. In the event that a replacement unit is issued, the warranty coverage ends two years following shipment of the replacement unit. Additionally, if the unit requires replacement, Euro-Pro reserves the right to replace the unit with one of equal or greater value.

Return Freight and re-shipment costs (Ground freight only) are shipped prepaid by Euro-Pro Operating LLC for warranty claims that meet the eligibility requirements.

What is not covered?

Normal wear and tear of wearable parts such Foam filters, Hepa Filters, Pads etc., which require regular maintenance and/or replacement in order to assure the proper functioning of your unit. As such, they are not subject to lifetime warranty coverage and are available for purchase at www.sharkclean.com.

Any unit that has been tampered with or used for commercial purposes.

Damage caused by misuse, abuse, negligent handling or mishandling in transit.

Consequential and incidental damages.

Activating your Warranty:

Good news! By placing your eligible order direct with Shark, your appliance was automatically registered with us and the warranty activated.

Problems with your Unit/How to Get Service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit www.sharkclean.com for product care/maintenance self- help. Our customer care and product specialists are also available at 1-800-798-7398 to assist with product support and warranty service options. Please note, you must call 1-800-798-7398 (Shark) to initiate a warranty claim.

How State Law Applies

The warranty gives you specific legal rights, and you also may have other rights which vary from state to state.

**Eligible purchases apply to specific limited TV offer and/or online configurations and subsequent order/shipment confirmations whereby the offer explicitly states the applicability of VIP Service guarantees.*

For all other inquiries use the Product inquiry form below, or call us at 800-798-7398.
To best serve you, our representatives are available to answer your calls Mon.-Sat. 7 a.m.-11 p.m. ET & Sun. 9 a.m.-8 p.m. ET.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.