

# Warranty

## **Two (2) Year Limited Consumer Warranty**

Rug Doctor gives the original purchaser, who retains proof of purchase, from Rug Doctor or an authorized Rug Doctor dealer, this limited warranty (“warranty”) for your Deep Carpet Cleaner machine acquired for normal household use (commercial or rental use is excluded). You are responsible to notify Rug Doctor within thirty (30) days of original purchase if any parts or components are missing on your Deep Cleaning machine.

## **What Does This Warranty Cover / How Long Does the Warranty Last**

Rug Doctor will, for the original purchaser, repair or replace including labor, any part that is defective in material or workmanship within two (2) years of purchase. This warranty applies to machines used for normal household purposes only.

## **What the Warranty DOES NOT Cover**

The following exclusions apply to machine and part(s) failures due to: 1) normal wear and tear; 2) machine alterations and 3) abuse or misuse of the machine, including use not in accordance with this “Instruction Guide.” This warranty does not provide for a refund of the purchase price. For best operating efficiency and cleaning, use of Rug Doctor Products is recommended. Use of the machine for rental voids the warranty and is not permitted under Federal Law (see “UNAUTHORIZED USE” statement below). Commercial use is excluded under this warranty except as set forth in the “ONE YEAR LIMITED COMMERCIAL WARRANTY” below. RUG DOCTOR IS NOT LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY NATURE INVOLVING THE PURCHASE/USE OF YOUR CARPET CLEANING MACHINE. IN NO EVENT SHALL RUG DOCTOR’S LIABILITY EXCEED THE PURCHASE PRICE OF THE MACHINE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS IS RUG DOCTOR’S EXCLUSIVE WARRANTY FOR THIS PRODUCT. ALL OTHER WARRANTIES, WHETHER ORAL OR WRITTEN ARE EXPRESSLY DISCLAIMED. THE IMPLIED WARRANTIES OF A MERCHANTS’ ABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH MAY ARISE BY OPERATION OF LAW, ARE LIMITED TO 2 YEARS FROM THE DATE OF PURCHASE UNLESS APPLICABLE STATE LAW PROVIDES OTHERWISE.

## **Expenses**

If a machine is returned to a warranty center for repair within thirty (30) days of original purchase, Rug Doctor will pay the freight charges both to a warranty center and back to you. Thereafter, you may be directed to take the machine to a local repair center or required to ship the machine to a Rug Doctor warranty center should additional repairs be required during the warranty period. You will be responsible to pay any freight charges for shipment to the warranty center for repairs occurring after the initial thirty (30) days. Rug Doctor will pay the freight charges back to you.

### **How State Laws Apply**

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

### **How Do I Get Service Under This Warranty?**

**TO OBTAIN WARRANTY ASSISTANCE**, please call 1-800 RUG DOCTOR (1-800-784-3628) (8 am to 5 pm Mon - Fri CST) or e-mail consumer. [support@rugdoctor.com](mailto:support@rugdoctor.com). Rug Doctor will need the following information in order to assist you: your name, address and telephone number, product model and serial number, proof of purchase showing date and place of purchase. Please explain the nature of the problem. Rug Doctor will review all the facts involved and advise you as to recommended procedure. We recommend you keep the original carton and packing materials.

### **Rug Doctor, LLC**

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Web Site: [www.rugdoctor.com](http://www.rugdoctor.com)

### **Unauthorized Use**

Use of this carpet cleaning machine with Rug Doctor Trademarks for rental purposes is UNAUTHORIZED and is in violation of U.S.C. Section 1114(I) and 15 U.S.C. Section 1125(a).

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.