



✉ [INFO@HEPAZONE.COM](mailto:INFO@HEPAZONE.COM)  
🌐 [HEPAZONE.COM](http://HEPAZONE.COM)  
☎ 1-877-444-8012

## WARRANTY

**Don't bother looking for the 20 page 'terms and conditions' document because we never wrote it.**

Taking into account normal wear and tear, our HepaZone units are guaranteed for defects in materials and workmanship for the duration noted below from the date of purchase.

Defective product along with proof of purchase can be returned within the prescribed time period for replacement or repair at our discretion.

**HepaZone SW:** 3 years\*

**HepaZone NF:** 3 years\*

**HepaZone HD:** 3 years\*

**HepaZone refurbished:** 1 year\*

**\*Batteries have a limited warranty of 90 days**

## SHIPPING:

The customer is responsible for paying for return transport (return transport will be charged to the customer, unless the customer has been notified otherwise in advance). The product must be packaged appropriately. We cannot be held responsible for any damage done in transit.

## Procedure for sending repairs:

Contact our team to obtain a return authorization number (RMA).

Charges may apply if:

- The problem results from improper use
- No problem is detected
- The device meets the quality standards of HEPAZONE

Phone: 1-877-444-8012 (8:00 AM - 4:00 PM EST)

Email: [service@hepazone.com](mailto:service@hepazone.com)

**If you are not completely satisfied, give us a call, we will help you.**