

*ECHO ULTIMATE FAUCET™*

# **WARRANTY**

This product has a 1-year manufacturer defects warranty from date of purchase. This warranty only covers manufacturing defects and does not cover a user dropping, breaking the product, misuse, or improper cleaning. Upon return of the faucet, it must be un-installed correctly without causing damages to the faucet.

All warranties are valid for the original purchaser only. The warranty covers defective parts, labor, and return shipping. If the defective part(s) cannot be repaired or replaced, the purchase price paid for the machine will be put toward the price of a current, new, or refurbished machine.

Warranties do not cover improper use of the product, issues with the product where basic maintenance has not been performed (including timely filter changes and preventive cleaning with the Echo Cleaning Cartridge), any damage caused by misuse or abuse to the product or improper wiring in the home, Acts of God (including storms, flooding, fire, electrical damage from power surges, power spikes, lightning, etc.), and any physical damage to the product by the owner.

Synergy Science™ Faucets are guaranteed to be fully functional and compatible with their respective Echo Machines. If the faucet begins to leak or malfunction in any way during the 1-year warranty period, please contact Synergy Science™ at 1-800-337-7017 or at [info@synergyscience.com](mailto:info@synergyscience.com) to obtain an RMA#.

If your issue is covered under warranty, a full inspection and the inspection fee, labor, the repair of the product, and the return shipping of the product to the customer will be covered by Synergy Science™. The cost of the shipping from the customer to Synergy Science™ is the responsibility of the customer.

If the issue is not covered under warranty due to user damage, the customer is responsible for both the shipping of the product to Synergy Science™ and the return shipping. The customer is also responsible for the cost of the repair. If the customer chooses to have the product repaired, no inspection fee will be charged. If the customer chooses not to repair the product after inspection, the customer will be charged the inspection fee of \$10.

### **Damaged Product**

If your product is damaged during shipping, Synergy Science™ must be notified within 72 hours of delivery and images of the damage must be provided. Items that have not been submitted within 24 hours will not be accepted and will not be refunded. If you qualify for a product replacement, a prepaid return label with an RMA# will be emailed to you. In order to receive your replacement, your original product must first be returned to Synergy Science™. Once we receive the damaged product, a replacement will be sent to you. Information on product shipping and delivery will be sent via email.

### **Returns**

The return period is 30 days from the shipment date. The returned product must be received by Synergy Science™ within the 30-day period. The customer is responsible for all return shipping costs. Depending on the condition of the product, you may be eligible for a refund. The refund will be the total cost of the product minus the shipping cost, the inspection fee of \$10, and the cost of any damages.

### **Exchanges**

In order to exchange a product, the product must be postmarked within 30 days of the ship date.

If the product is returned unopened and in new condition, the customer will qualify for an even exchange.

The customer is responsible for the return shipping to Synergy Science™ and Synergy Science™ is responsible for replacing the product and shipping it back to the customer.

If the product is opened or used but is still in like new condition, the customer will qualify for an exchange. The customer will be responsible for paying all shipping fees and the \$10 inspection fee.

**Return Guidelines**

It is strongly recommended to insure the shipment. Synergy Science™ is not responsible for any loss or damage during transit for returned products. Upon return of the machine, it must be un-installed correctly without causing damages to the product. All returned merchandise must have a Return Merchandise Authorization (RMA#). To request a Return Merchandise Authorization, contact customer support at 1-800-337-7017 or at [info@synergyscience.com](mailto:info@synergyscience.com).

If the product is returned as non-functional as a result of consumer misuse, you will not be issued a refund, exchange, or replacement; you will be responsible for arranging and paying for the return of your product back to you within 14 days.

**Inspection Fee**

There will be an inspection fee of \$10.