

# ECHO DIGITAL FAUCET™

# WARRANTY

This product has a 1-year manufacturer defects warranty from the original date of purchase. If a replacement product is issued for any reason, the warranty continues from the original date of purchase. It does not restart. This warranty only covers manufacturing defects and does not cover a user dropping or breaking the product, misuse, or improper cleaning. Upon return of the faucet, it must be uninstalled correctly without causing damage to the faucet.

All warranties are valid for the original purchaser only. The warranty covers defective parts, labor, and return shipping of the product to the customer. The cost of the shipping from the customer to Synergy Science™ is the responsibility of the customer (unless otherwise stated below). 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
- 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.)
- 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 Customer Experience™ at 1-800-337-7017 or at [info@synergyscience.com](mailto:info@synergyscience.com) to obtain a Return Merchandise Authorization number (RMA#).

If the 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**

All devices purchased as new are new. The products undergo testing and are inspected before being shipped out. Any accounts of fingerprints or dust would be because of the quality inspection. If the 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 72 hours will not be accepted and will not be refunded. In order to be refunded, the account holder must be the one to speak with customer service either via phone or email. If desired, the account holder can assign a representative to speak on their behalf. The account holder must let Customer Experience know via email or phone call if this is the case.

If the customer qualifies for a product replacement, a prepaid return label with an RMA# will be emailed to the customer. In order to receive the replacement, the original product must first be returned to Synergy

Science™. Once we receive the damaged product, a replacement will be sent to the customer. 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. Based on the condition of the product, the customer will be eligible for a partial or full refund. The refund will be the total cost of the product minus the shipping cost, the inspection fee of \$10, and deductions from the inspection. The inspection will total up the deductions from refunds or credits (if any) based on costs of damaged or missing parts, labor to repair, etc.

Refunds will only be given to the original purchaser and with the same method of payment. If the customer does not have the same method of payment, Synergy Science™ will issue a refund via online store credit.

### **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 uninstalled correctly without causing damage to the product. All returned merchandise must have an RMA#. To request an RMA#, contact Customer Experience at 1-800-337-7017 or at [info@synergyscience.com](mailto:info@synergyscience.com). In order to be refunded, the account holder must be the one to speak with customer service either via phone or email. If desired, the account holder can assign a representative to speak on their behalf. The account holder must let Customer Experience know via email or phone call if this is the case.

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

### **Inspection Fee**

There will be an inspection fee of \$10.