



Warranty Card and Return Policy

1. Upon receiving your order please unwrap the package and inspect your merchandise.
2. Notify Skin For Life immediately at 866-312-SKIN(7546) if there is any damage.

SKIN FOR LIFE PRODUCT WARRANTY CARD	
Purchase date:	Invoice #
Model name:	Serial #
Name:	
Company Name:	
Contact Person:	
Address:	
Phone:	
Fax:	
Email:	

Please take time to read the General Operational Guide for proper installation and operating procedures. When you have finished, please complete the rest of this registration form and fax it back to us at 203-748-4023 or mail it to 15241 Telcom Dr., Brooksville, Florida 34604. This will immediately register your warranty and enable you to take full advantage of Skin For Life warranty coverage.

ONE YEAR FROM DATE OF PURCHASE

All merchandise manufactured by Skin For Life is warranted to be free of defects in workmanship and material, which occur during the one year from the date of purchase (Initial user).

RESPONSIBILITY OF ORIGINAL PURCHASER

1. Return warranty registration form.
2. Retain original sales receipt of products as described in the General Operational Guide.
3. If the unit requires off-site service, contact Skin For Life authorized warranty service and technical center. 866-312-SKIN(7546)
4. Freight costs, if any, will be assumed by Skin For Life. If equipment is determined not to be defective, the customer will pay shipping costs.

THIS WARRANTY DOES NOT COVER:

1. Merchandise sold as reconditioned, floor models and/or display models.
2. Damaged or incomplete equipment: is sold "as is".
3. Merchandise used as "rental" equipment.
4. Merchandise that has become inoperative because of misuse, improper and /or unauthorized repair or alterations, failure to operate product in accordance with the instructions provided in the General Operational Guide.
5. Repair and transportation costs if equipment is determined not to be defective.
6. Any incidental, indirect or consequential loss, damage or expense that may result from and defect, failure or malfunction of the products.
7. Implied warranties, including those of merchantability and fitness for a particular purpose are limited to two years from the date of original purchase.

RETURN POLICY

All returns or credits are subject to approval by Skin For Life and must be made within 30 days of the original sale. If merchandise is returned after 30 days or without proper authorization then it is Skin For Life's prerogative to charge a 20% restocking fee. The merchandise must be in original carton box with all original packing, instruction manual, training materials and accessories. Shipping cost is your responsibility for the returned item. After receiving the merchandise, Skin For Life will inspect for any damage to the new equipment. If merchandise is returned in "like new" condition a credit will be given at that time.

All defective merchandise must be reported to Skin For Life within 7 – 30 days from the date of delivery. Skin For Life will inspect all claims made under the Limited Warranty to determine the applicability of the Limited Warranty to the claim. Keep the original carton with all original packing, and all accessories. At that time Skin For Life will contact you regarding the return of the merchandise.

SKIN CARE PRODUCT RETURN POLICY:

No returns will be accepted unless authorized by Skin For Life. Only unused and unopened products will be exchanged within 30-days of the invoice date. There will be a 20% restocking fee applied for these exchanges.

Please take a moment to complete our customer satisfaction questionnaire and **return it with your warranty card**. Your opinion matters to us as we are continuously striving to improve our service and product offerings.

In completing the questionnaire there is no right or wrong answer. Please select the option that best represents your opinion, by placing an 'X' over the option. The number one suggests that you strongly disagree with a statement and the number seven suggests that you strongly agree with a statement.

Please complete and fax to (203)-748-4023 or mail to 715 Danbury RD Ridgefield, CT 06877							
		<i>Strongly Disagree</i>		<i>Neutral</i>		<i>Strongly Agree</i>	
1	When Skin For Life promises to do something by a certain time, it does so	1	2	3	4	5	6 7
2	When you have a problem Skin For Life has a sincere interest in solving it	1	2	3	4	5	6 7
3	Skin For Life performs services right the first time	1	2	3	4	5	6 7
4	Skin For Life provides its services at the time it promises to do so	1	2	3	4	5	6 7
5	Skin For Life insists on error-free records	1	2	3	4	5	6 7
6	Skin For Life keeps customers informed about when services will be performed	1	2	3	4	5	6 7
7	Employees at Skin For Life give you prompt service	1	2	3	4	5	6 7
8	Employees at Skin For Life are always willing to help you	1	2	3	4	5	6 7
9	Employees at Skin For Life are never too busy to respond to your request	1	2	3	4	5	6 7
10	The behavior of employees at Skin For Life instills confidence in you	1	2	3	4	5	6 7
11	You feel safe with your transactions at Skin For Life	1	2	3	4	5	6 7
12	Employees at Skin For Life are consistently courteous with you	1	2	3	4	5	6 7
13	Employees at Skin For Life have the knowledge to answer your questions	1	2	3	4	5	6 7
14	Skin For Life gives you individual attention	1	2	3	4	5	6 7
15	Skin For Life has employees who give you personal attention	1	2	3	4	5	6 7
16	Skin For Life has your best interests at heart	1	2	3	4	5	6 7
17	Employees at Skin For Life understand your specific needs	1	2	3	4	5	6 7
18	Skin For Life has operating hours that are convenient to all their customers	1	2	3	4	5	6 7
19	Skin For Life has modern looking products	1	2	3	4	5	6 7
20	Skin For Life's products are visually appealing	1	2	3	4	5	6 7
21	Skin For Life's products are delivered in a satisfactory condition	1	2	3	4	5	6 7
22	Materials associated with Skin For Life (such as brochures) are visually appealing	1	2	3	4	5	6 7
23	I often praise Skin For Life when talking to others	1	2	3	4	5	6 7
24	Skin For Life's products are reasonably priced	1	2	3	4	5	6 7
25	Skin For Life's products are of good quality	1	2	3	4	5	6 7
26	I choose Skin For Life because of the image connected to it	1	2	3	4	5	6 7
27	I enjoyed purchasing products from Skin For Life	1	2	3	4	5	6 7
28	Skin For Life is in a class of its own	1	2	3	4	5	6 7
29	I am very committed to my preferred brands of skincare products	1	2	3	4	5	6 7
30	I will purchase products again from Skin For Life	1	2	3	4	5	6 7
31	If I like a skincare brand, I rarely switch from it just to try something different	1	2	3	4	5	6 7
32	Overall, it was a satisfactory experience interacting with Skin For Life	1	2	3	4	5	6 7
	<u>Considering a "world class" company to be a "7," how would you rate Skin For Life's performance on the following?</u>	Low		Average		High	
33	Identifying customer problems	1	2	3	4	5	6 7
34	Resolving customer complaints	1	2	3	4	5	6 7

Thank you for giving us a chance to earn your trust.

www.skinforlife.com