



## MiniNail Warranty Repair/Return Policy

### General Terms

MiniNail LLC ("MiniNail") warrants your product against defects in materials and workmanship when purchased directly from MiniNail or a MiniNail authorized reseller. This warranty is extended only to the original end-use purchaser or the person receiving the product as a gift and shall not be extended to any other person or transferee. The warranty is valid from the date of retail purchase for a period of two (2) years. In the case of a covered warranty defect, MiniNail will at its option: (A) repair the product using new or refurbished parts; (B) replace the product with an equivalent new or refurbished product; or (C) provide a partial or full refund of the original purchase price to you in exchange for return of the product.

This warranty does not cover defects or damage arising from improper use or maintenance, normal wear and tear, commercial use, accident or external causes. Unauthorized repair, modification or customization of your product voids this warranty.

For warranty service on covered defects during the warranty period, contact MiniNail using the contact information at [mininail.com/pages/contact](http://mininail.com/pages/contact). Prior to providing warranty service, MiniNail may require you to provide proof of purchase details, including but not limited to a receipt or sales invoice. Warranty repairs must arrive within 20 (twenty) days of the original date the warranty ticket was issued. A new warranty ticket must be issued if the original expired.

This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws, including your rights against the person who sold the MiniNail product to you. TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY MININAIL. MININAIL DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND MININAIL'S LIABILITY SHALL BE LIMITED TO THE ORIGINAL PURCHASE PRICE.

### Registration

Customers who purchase directly from our website are automatically registered for the MiniNail Warranty active from the date of purchase. Customers who purchase from another authorized MiniNail website or retail shop not directly associated with MiniNail.com will have to register their warranty within 60 days of purchase in order to have a valid warranty.

### What's Not Covered



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Unusual wear and tear including but not limited to bent coils, signs of extreme physical abuse, water damage or fire damage are not covered. Titanium, glass, and quartz products are not covered, except for manufacturer defects.

### Order Cancellation

At MiniNail we strive to process orders quickly, there is only a brief time (1-4 business hours) during which you may change or cancel an order. Contact us during business hours and we will try to accommodate your request.

If the order has already shipped, the delivery can be refused and the order will be returned to MiniNail. We will credit the payment method when we receive the product.

After you received your order, you can cancel the purchase and return or exchange any MiniNail product as described in the Return section below.

### Returns and Exchanges

Satisfaction is guaranteed on all MiniNail products purchased by consumers directly from MiniNail or authorized MiniNail retailers. We want you to be thrilled with your purchase, so if you're not satisfied for any reason, simply return it within 15 days of receipt for a refund or replacement. A ten (10) percent restocking fee will be applied to all refunds. Electronic items offered by MiniNail are fully backed by our standard warranty. If you are experiencing any issues with the use or enjoyment of a product purchased from MiniNail and/or feel that it just isn't right for you, please contact MiniNail to begin the repair, return or exchange process.

MiniNail will only accept refunds and exchanges on unused products. Any product returned to MiniNail that shows signs of use will be rejected without refund and disposed of.

**Note:** Please be sure to obtain an RMA number and clearly write it on the outside of the box. Failure to do so may result in your package being refused or cause delays in processing your refund. Be sure to use a package shipping service that will provide tracking.