

RETURNS & WARRANTY

PRODUCT RETURNS

1. RETURN POLICY

We take pride in The Cut Buddy™ products and want you to be happy using them. All of our products carry a 30-day return policy. If you are not satisfied with a product you purchased from THECUTBUDDY.COM, you can return it for a refund within 30 days of your receipt of the product.

Please note, if you ordered a kit or bundled package, such as the 35 Piece Beginners Kit or the 3 Step Ingrown Hair Shave Bundle, it must be returned in its entirety. We are unable to accept partial returns for individual products within a package.

For products purchased from an authorized dealer, their return policy applies—please contact them directly for more information. To the extent allowed by applicable law, products purchased from an unauthorized retailer are not covered by our return policy.

2. RETURNS PROCESS

Refunds will be returned to the original form of payment. For exchanges, return your product for a refund and place a new order on THECUTBUDDY.COM for the correct item. For warranty claims, see the PRODUCT LIMITED WARRANTY section below.

To initiate your refund request, please visit our Contact Us page, select “Returns” from the page, and complete the rest of the form with your order details. Alternatively, you can contact our customer support team via email at: info@thecutbuddy.com. In your email, be sure to include: (1) your name, (2) Order Number, (3) the product(s) you wish to return, and (4) a brief summary of your reason for return. If your request is timely, complete, and not rejected for suspected fraud, abuse, or other reasons described below, we will issue you a Return Material Authorization (RMA) tracking number.

We reserve the right to limit returns, and to track returns initiated from the same name, email address, billing address, mailing address, or IP address. If we believe that a customer or potential customer has been or is likely to take advantage of our return policy, or otherwise purchase products for reasons other than personal use, we reserve the right to deny sales or returns to any customer.

PRODUCT LIMITED WARRANTY

1. LIMITED WARRANTY

We warrant solely to the person who originally purchased the products listed below, that those products will be free from defects in workmanship and materials for their applicable Warranty Period, subject to these conditions. The warranty does not cover (i) normal wear and tear, (ii) defects caused by third-party modifications, repairs, replacement parts, or accessories, (iii) misuse, misapplication, negligence, or failure to maintain or use in accordance with the product’s instructions, or (iv) purchased, delivered, or used outside of the United States.

To approve your warranty claim, the following conditions must be met: (a) you must have purchased the product from THECUTBUDDY.COM or an authorized THE CUT BUDDY™ dealer; (b) you must provide proof of your product purchase date; (c) if requested, you must return the product to THE CUT BUDDY™; and (d) you must have used the product only as intended and in accordance with the product’s instructions.

If a defect occurs under these circumstances and during the Warranty Period, we will repair or replace, at our discretion, the defective product or part, as the sole and exclusive remedy for any approved warranty claim. We may not be able to replace discontinued products.

If not, we will replace these products with an equivalent model based on availability. We may make changes to products and designs in the time you purchased your product and submitted a warranty claim. Products repaired or replaced under this warranty may or may not incorporate these changes.

2. WARRANTY PERIODS

1 YEAR WARRANTY PERIOD  
FROM DATE OF PURCHASE

BALD BUDDY REPLACEMENT HEAD  
SUBSCRIPTION MEMBER WARRANTY PERIOD

Bald Buddy Replacement Head members are eligible for a special Warranty, subject to the conditions below. If you are an: (a) active Replacement Head Subscription member who has (b) received a replenishment box within 90 days of submitting a warranty claim, we will honor up to one warranty claim in any 12-month period on the following products: The Bald Buddy® Shaver

3. WARRANTY CLAIM PROCESS

To initiate a warranty claim, please visit our Contact Us page, select “Warranty/ Replacement” from the page, and complete the rest of the form with all requested details. Alternatively, you can contact our customer support team at: info@thecutbuddy.com and provide at least the following information: (a) product purchased, (b) Order Number (if you purchased directly from THECUTBUDDY.COM), (c) name of seller (if product was purchased from an authorized THE CUT BUDDY™ dealer), (d) proof of product purchase date, (e) whether the package is opened or unopened, and (f) a brief description of the problem you are experiencing. If your claim information is confirmed as complete and timely, we will issue you a Return Material Authorization (RMA) tracking number.

If requested to return your product to THE CUT BUDDY™, we will provide a prepaid shipping label to you. Once we receive and inspect your returned product, we will send you an email to let you know that we have received your product and are processing your request. We generally will notify you of our decision regarding your warranty claim within 5 to 7 business days after receiving your product.

4. WARRANTY DISCLAIMER

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THE LIMITED WARRANTY PROVIDED ABOVE. IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. UNDER NO CIRCUMSTANCES OR ANY THEORY OF RECOVERY, WHETHER FOR BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, OR OTHER TORT, OR ANY STRICT LIABILITY THEORY, WILL THE CUT BUDDY BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No THE CUT BUDDY™ reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. This warranty does not apply if you purchased your product other than directly from our website or an authorized retailer.

Last Updated: July 21, 2022



Let's Connect  
@thecutbuddy



TRIM BUDDY

ADJUSTABLE HAIR & BEARD TRIMMER



USER MANUAL



# TRIM BUDDY

ADJUSTABLE HAIR & BEARD TRIMMER



ON/OFF

BLADE

SHAPING GUIDE



USB POWER CORD

POWER PORT

FOUR GEAR POSITIONS

0.2mm

0.9mm

1.6mm

2.3mm

LCD DISPLAY

## HOW TO USE THE TRIM BUDDY

- 1 Make sure hair or beard are clean and dry when being cut
- 2 Let the trimmer run for a short time before starting to trim
- 3 Align guard comb teeth with trimmer blades and then pop guard into place
- 4 Slide the cutting head with a slight tilt over your skin without applying pressure to trim your hair or beard
- 5 Only cut small amounts of hair at a time (the cutting head will jam if you try to work too quickly or try to cut too much hair at one time)
- 6 Cut the hair progressively until you reach the desired length
- 7 Finely trim hair by using cutting head without attachment



## CARING FOR YOUR TRIMMER

### CLEANING

- Disconnect the power cord from the trimmer
- Remove the comb attachment
- Clean the main body of the beard trimmer with a damp cloth
- Brush the hair from the main body of the device and from around the blade

### STORING

- Store the trimmer and power cable in a dry area with low humidity and away from direct sunlight and other heat sources
- Keep the oil and brush away from children

### OILING

- Oil the trimmer head from time-to-time if you use the trimmer regularly
- Use non-corroding oil, such as sewing machine oil
- Remove the comb attachment
- Apply 1-2 drops of oil between the cutting teeth
- Turn the trimmer briefly on and off to distribute the oil
- Remove any excess oil by wiping with a cloth



## BATTERY DISPOSAL

The battery used in this device contains materials that will pollute the environment. If you need to dispose, please dismantle the battery and turn it in to a government-designated collection place.

Before dismantling the battery, ensure the trimmer is unplugged and does not retain any electricity (turn on the shaver until the motor stops.)

To remove the battery, loosen the rear cover with a screwdriver and dismantle the battery with an electric iron. After dismantling the battery, do not connect the shaver and its charging plug to the AC outlet.

## SAFETY INSTRUCTIONS

**⚠ TO REDUCE THE RISK OF BURNS, ELECTRIC SHOCK, FIRE, OR INJURY**

- Children over 8 years of age and people without the necessary knowledge or experience or those with physical, mental, or sensory disabilities can use this device if they have received proper instructions and are supervised and understand the dangers involved in their use. Children should be supervised so they do not play with the device. Cleaning and maintenance should not be carried out by children, unless they are over 8 years old and supervised. Keep the trimmer and its accessories out of the reach of children under 8 years of age. Do not leave plastic bag or packaging items within reach of children.
- This device is only intended for clipping human scalp hair and for trimming and grooming the human beard, mustache, sideburns, nose hair and ear hair. Do not use it for another purpose. Never use on eyelashes.
- The device must only be supplied with a very low safety voltage indicated in the technical specifications and marked on the device. Otherwise, you may damage the device. Check if the voltage indicated on the device corresponds to the voltage of the local network before connecting the device.
- Do not use or recharge trimmer near bathtubs, showers, buckets, or other containers of water, as the proximity of the water can be dangerous even if it is not running. Never immerse the trimmer or charging cable in liquid or rinse it under the tap. Do not plug in or unplug the trimmer with wet hands. Do not use trimmer if it has fallen into water, or try to catch the trimmer if it has fallen into water—unplug it immediately from the socket. Make sure that the plug, power cord, and trimmer do not get wet. Place and use the trimmer on a surface that is resistant to liquids.
- Keep the trimmer, plug, and power cord away from hot surfaces.
- Charge, use, and store the trimmer in a place between 60° and 95° F (15°-35° C) or it will not charge efficiently. If the trimmer is subjected to a major change in temperature, pressure, or humidity, let it acclimatize for 30 minutes before using.
- Do not use the trimmer, power cable, or any other component if damaged. It must be replaced by the manufacturer, by its after-sales service or by similar qualified personnel in order to avoid danger. Do not use the trimmer when one of the attachments or combs is damaged or broken as this may cause injury. Only use the USB line supplied to charge the appliance. If the USB line is damaged, always have it replaced with one of the original type in order to avoid a hazard.
- Place the appliance and its charger on a stable surface while charging. Do not twist or wrap the cable around the device. Do not leave the trimmer unattended when it is plugged into an outlet, unless it is charging, and keep it out of reach of children especially during charging. Do not over-charge the device, as this may damage the battery.
- Do not disassemble the unit as this may cause serious injury. The battery must be disposed of correctly (see section regarding battery disposal).
- Place the trimmer and its charger on a stable surface while charging. Do not twist or wrap the cord around the device.
- Ensure the trimmer is switched off, unplugged, and removed from the charging cable before cleaning. Do not touch the moving parts of the trimmer in operation.