

LIMITED WARRANTY

Registration is required and should be done within the first two weeks of purchase. Registration can be completed on our website, over the phone or via email.

www.honeyplaybox.com/pages/warranty

phone: (909) 364-9922 email: info@honeyplaybox.com

WHAT IS COVERED AND FOR HOW LONG?

Honey Play Box™ warrants this product to be free from defects in workmanship and materials, under normal residential use and conditions, for a period of one (1) year from the original invoice date. Shipping and handling fees are to be paid for by the customer, unless otherwise noted and agreed upon by Honey Play Box™. Repair, replacement or refund is subject to verification of the defect or malfunction and proof of purchase as confirmed by showing the model number on original dated sales receipt. Any commercial use will void warranty.

IF PROOF OF PURCHASE IS LOST OR MISPLACED ORDER ID MUST HAVE BEEN SUBMITTED WITH FIRST TWO WEEKS OF PURCHASE

WHO CAN MAKE A CLAIM?

The original purchaser or gift recipient with proof of purchase or a submitted valid warranty registration

HOW TO MAKE A CLAIM?

- To receive service, if you have registered your product, simply call or email us.
phone: (909) 364-9922 email: info@honeyplaybox.com
- To get service, if you did not register your product, call or email us with proof of purchase in-hand.
(this may take a day or two to process and get approval)

WHAT IS THE WARRANTY PROCESS?

After a claim is made a customer support agent will ask basic questions to try to troubleshoot your issue. If unsuccessful and by recommendation by the customer support agent, Honey Play Box™ may move forward with either repair, replacement, or refund. Shipping the unit back may be required to verify claim.

DO NOT SHIP PRODUCT BACK BEFORE GETTING APPROVAL AND INSTRUCTIONS TO DO SO

Honey Play Box™ will not accept and is not responsible for any products that have not been given permission to return

Shipping directions:

- All services must be performed by a Honey Play Box™ Authorized Service Center. You will be given an address to ship to.
- Valid proof of purchase or Pre-registered device must be submitted when requesting approval to send defective unit in.
- Shipping charges fall on the customer to cover unless noted by Honey Play Box™.
- Make sure to get tracking on shipment, Honey Play Box™ is not responsible for loss or damaged units during shipment.
- Pack product in original box if possible and include all accessories.

This warranty is good for any product purchased from any authorized reseller and does not cover:

- Damages from misuse, abuse, accident, alteration
- Damages from lack of proper care and maintenance
- Damage from incorrect voltage
- Defect other than manufacture defects
- Damages in shipping
- Damage from service by other than an authorized dealer or service center
- Any transportation and shipping charges

MANUFACTURER MAKES NO WARRANTY, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTIES OF FITNESS OR MERCHANTABILITY, EXCEPT AS EXPRESSLY SET FORTH ABOVE WITH RESPECT TO SUCH PRODUCTS OR PARTS THEREFORE, NOR SHALL MANUFACTURE HAVE INCURRED ANY OTHER OBLIGATION OR LIABILITIES ON ITS PART OR BE LIABLE FOR ANY ANTICIPATED OR LOST PROFITS, INCIDENTAL DAMAGES, CONSEQUENTIAL DAMAGES, TIME CHARGES OR ANY OTHER LOSS INCURRED IN CONNECTION WITH THE PURCHASE, INSTALLATION, REPLACEMENT, OR REPAIR OF SUCH PRODUCTS OR ANY PARTS THEREFORE WHETHER ORIGINAL EQUIPMENT OR INSTALLED AS A REPLACEMENT COVERED BY THIS WARRANTY OR OTHERWISE; AND MANUFACTURER DOES NOT AUTHORIZE ANY PERSON TO ASSUME FOR MANUFACTURE ANY OTHER LIABILITY IN CONNECTION WITH THE PRODUCTS OR PARTS THEREFORE. Manufacturer assumes no liability for delay in performing its obligations hereunder if failure results, directly or indirectly, from any cause beyond its control, including but not limited to acts of God, acts of government, floods, fires, shortage of materials, strikes and other labor difficulties, or delays, or failure in transportation.



Either staple receipt to this sheet or write order number here: _____

Please do not forget to register your purchase at www.honeyplaybox.com/pages/warranty