

VENUS

WARRANTY POLICY & EXCHANGE GUIDE

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WARRANTY INFORMATION - OVERVIEW

Please provide VENUS with a date of purchase and an invoice number for all warranty claims.

A \$20.00 processing fee will apply for any returned items requested to be PICKED UP by COURIER. Alternatively, customers can make their own arrangements to return the item/s. Safe return of all items will be the responsibility of the customer.

VENUS will not warranty any items that are returned for the following reasons:

- Damage due to improper use
- Damage due to product buildup or water damage
- Damage due to dropping
- Damage due to improper maintenance (example, clogged filter)
- Damage due to external sources such as weather, power blackouts or power surges
- Damage due to cut or abused power cords or plugs
- Normal wear and tear including scratches or dents which occur during regular use
- Repairs or alterations carried out by unauthorized parties or agents
- Any general abuse, modification or product tampering that would void the manufacturer warranty

** If an item is discontinued but comes back defective during the customer's warranty period, we will offer a credit for the original purchase price of the defective item with proof of purchase. This credit will be put towards a new item of equal or greater value. VENUS will exchange a defective item more than once during the items warranty period upon approval from management.

- Alphabetical Order -

AG HAIR Tools:

AG offers a **1 Year Warranty**

AG offers a one year over the counter exchange for any AG Tool. VENUS will accept warranty claims for AG Tools for up to one year from the original purchase date.

ANDIS Tools: (discontinued by VENUS in 2020)

All Andis offers a **1 Year Warranty**

VENUS will only accept warranty claims for Andis Tools up to 30 days from the original purchase date. Any warranty claim after the 30 day period must be sent directly to Andis. VENUS does not accept any repairs for any Andis Tool.

Your client can contact Andis directly at:

Andis Canada www.andis.com
1-800-335-4093

For general repairs or post warranty repairs please contact:

J.Tarnow www.hairclippers.ca
1258 Caledonia Road
Toronto 416-789-4333

Rainbow Electric www.rainbowelectricbeautysupply.com
3600 Dufferin Street
North York 416-633-1512

ARIA BEAUTY:

All Aria offers a **1 Year Warranty**

Some tools have an optional free upgrade to either 3 years or limited lifetime warranty. The customer must register on www.ariabeauty.com within 30 days of original purchase date for any optional warranty upgrades. VENUS will accept all warranty claims for Aria tools for up to one year from the original purchase date. Optional extended warranties are managed directly by Aria Beauty.

3 Year Optional Upgrade:

Black + Truffle infrared straighteners, Truffle 32mm curler

Limited Lifetime Optional Upgrade:

Pro Series 100% ceramic straighteners, Pro Series curling wands, Cosmo + Peacock Glam sets

BELVEDERE: (hood dryers)

Belvedere hood dryer warranties are as follows:

1 Year Warranty for all plastic & metal parts

5 Year Warranty for the motor

5 Year Warranty for the hood

VENUS will only accept warranty claims for Belvedere merchandise up to 30 days from the original purchase date. Any warranty claim after the 30 day period must be sent directly to Belvedere. VENUS does not accept any repairs for Belvedere merchandise.

Customers can contact Belvedere direct at:

Belvedere Canada www.belvedere.com

800-463-0229

For general repairs or post warranty repairs please contact:

Rainbow Electric www.rainbowelectricbeautysupply.com

3600 Dufferin Street

North York 416-633-1512

CROC:

Croc offers a **2 year limited exchange warranty** for all Croc tools, except for the Baby Croc which offers a **1 year limited exchange warranty**.

DANNYCO:

Consumer Warranty Policy

Dannyco Professional's warranty policy on its electrical hairstyling tools (hairdryers, flat irons, curling irons, specialty irons, hot rollers, clippers and trimmers), under the BabylissPro, Avanti, Avanti Ultra, Isinis, Velecta Paramount, Gamma Piu and Zazen brands: One (1) year replacement warranty*

Should a defect appear in the first 12 months from the date of purchase, with proof of purchase, Dannyco Professional will provide an exchange at no charge.

***Important points:**

- The above one year replacement warranty also applies to the spa electrical products (includes Satin Smooth wax and paraffin warmers and Silcline Professional nail lamps)..
- The BabylissPro Miracurl tools (BABNTMC1C, BABNTMC2C) offer a two (2) year replacement warranty period.
- The BabylissPro Brava hairdryer (BABFB1C), the BabylissPro Rapido hairdryer (BABF7000C) and the BaBylissPro Optima irons (BABNT3100TC, BABNT3000TC, BABSS3000TC and BABSS3100TC) offer a four (4) year replacement warranty period.
- Clippers and Trimmers: FX870G, FX870RG, FX788RG, FXFS2, FXFS1, FX811C, FXFB811C, FX673C, BABF880C, FX765C and the FX671C offer a two (2) year replacement warranty period.
- All Velecta paramount and Gamma Piu hairdryers offer a two (2) year replacement warranty period.
- This warranty policy applies only to residents of Canada

DANNYCO continued...

Trays & Trolleys offers a 1 Year Warranty
Croc offers a 2 Year Warranty. **Baby Croc** 1 Year Warranty
Babyliss Pro GXT offers a 2 Year Warranty
Dannyco Shears? See "Shears" section listed below

VENUS will accept all warranty claims for Dannyco tools and merchandise for the life of the warranty. Refer to the Dannyco Catalogue for specific warranties for each product. VENUS does not accept repairs for any Dannyco tools or merchandise.

For questions regarding your product, you may also call **Dannyco Professional's Service Centre** at: 1-800-363-0707 or email customerservice@dannyco.com

For general repairs or post warranty repairs please contact:

Sandham Electric www.sandhamelectric.ca
337 St.Paul Street,St.Catherines
L2R-3N1 905-682-9948

Groomers Repair & Sharpening www.groomersrepair.com
1304 Commissioners Rd W
London 519-657-8778

J.Tarnow www.hairclippers.ca
1258 Caledonia Road
Toronto 416-789-4333

Rainbow Electric www.rainbowelectricbeautysupply.com
3600 Dufferin Street
North York 416-633-1512

ELCHIM:

ELCHIM 2001 Blow Dryer **#EL09EL2001HP** offers a **1 Year Warranty**
All other ELCHIM models, VENUS will no longer process warranty claims after October 31, 2022
Please refer to the WARRANTY DEFECT VALIDATION PROCESS for details (see pg.11).

ENZO MILANO:

DISCONTINUED

ECO HEADS:

Eco Heads offers a **1 Year Warranty**

Before replacement, please refer to the maintenance guide. Most times the head just requires cleaning. In addition, customers may refer to the user guide provided with the original purchase or go to www.ecoheads.com.au and view the maintenance section.

VENUS will accept warranty claims for Eco Heads for up to one year from the original purchase date.

GA.MA Pro Tools offers a **1 Year Warranty**

Please refer to the **WARRANTY DEFECT VALIDATION PROCESS** for details (see pg.11).

Additionally: The **GA.MA iQ Perfetto Dryer** offers an optional LIMITED 2 YEAR EXTENDED WARRANTY: Extend your standard (1) year limited manufacturer warranty to (2) years extended warranty. The (2) year extended warranty will cover all manufacturer defects in material and workmanship of BSC Inc. styling electronic tools. The extended (2) year warranty will be added to the existing (1) year warranty to give you a total of (3) years of warranty coverage from the original date of purchase. See appendix A for full BSC Inc. warranty and extended warranty costs.

VENUS will accept all warranty claims for GA.MA Pro Tools for up to one year from the original purchase date. Optional *extended* warranties are handled directly with BSC Inc.

*See Appendix at bottom of this page for further extended warranty details.

GHD:

GHD offers a **1, 2 or 3 Year Warranty**

Please refer to the list below:

1 Year Warranty - GHD Air Pro Dryer, Helios Dryer, Flight Travel Dryer.

2 Year Warranty - GHD Gold Pro Styler, Max 1.65" Styler, Mini ½" Styler, Classic Curl Iron, Soft Curl Iron, Classic Wave Wand, Creative Curl Wand, Glide, Rise Volume Brush.

3 Year Warranty - GHD Platinum + Smart Styler 1".

VENUS will accept all warranty claims for GHD Tools for the life of the warranty.

GLOBAL: (hood dryers)

****GLOBAL has closed all salon operations as of November 2016****

VENUS does not accept any repairs for any Global merchandise.

For general repairs or post warranty repairs please contact:

Rainbow Electric www.rainbowelectricbeautysupply.com
3600 Dufferin Street
North York 416-633-1512

HAIR ART:

Hair Art Tools offers a **1 Year Warranty**

Hair Art offers a one year over the counter exchange for defective tools. VENUS will accept any warranty claims for Hair Art Tools up to one year from the original purchase date.

If necessary, your client can contact Hair Art directly at:

Hair Art
400 West 157th St
Gardena, CA 90248 U.S.A.
1-888-424-7278

HOT TOOLS:

Hot Tools offers a **1 Year Warranty**

Hot Tools offers a one year over the counter exchange for defective tools. VENUS will accept warranty claims for Hot Tools up to one year from the original purchase date.

If needed, the customer can contact Hot Tools direct at:

Helen of Troy L.P. - Consumer Service Center
1 Helen of Troy Plaza
El Paso, Texas 79912 USA 915-225-8000

MOROCCANOIL TOOLS:

Moroccanoil offers a **2 Year Warranty**

Please refer to the **WARRANTY DEFECT VALIDATION PROCESS** for details (see pg.11).

Moroccanoil offers a 2 Year over the counter exchange for defective tools. VENUS will accept warranty claims for MO items for up to 2 years from the original purchase date.
Defective MO items are to be exchanged with a MO item only. No substitutions.

NP GROUP:

VENUS no longer sells NP Tools or merchandise. We do not offer any warranty on NP.

Customers can contact NP direct at:

NP Group
1220 Ellesmere Road Unit #19, Scarborough ON, M1P-2X5
800 267-4247 / 416 291-8057
www.npgroup.ca / info@npgroup.ca

OLIVIA GARDEN:

Olivia Garden offers a **Limited Lifetime Warranty**

All defective OG brushes will be an over the counter exchange.

Limited lifetime warranty covers any manufacturer defect including broken handles or barrels.

Warranty does not cover:

Regular wear and tear (example: plastic bristles wearing out over time)

Abuse (example: overheating bristles or brush with dryer)

Physical trauma (example: breakage or damage not due to any defect)

NOTE: Warranty only provides for a one-time replacement. Replacement is not eligible for warranty.

OSTER:

Oster offers a **1 Year Warranty**

VENUS does not accept warranty claims for Oster Tools. All warranty claims must be sent direct to Oster (J.Tarnow).

J. Tarnow is the official warranty repair center for Oster.

J.Tarnow www.hairclippers.ca

1258 Caledonia Road

Toronto 416-789-4333

Please note that Oster blades are not covered under warranty.

SCHWARZKOPF PRO TOOLS:

SKP Pro Tools offers a **2 Years Warranty**

VENUS will handle all warranty claims for any SKP Pro Tools for a 2 Year period and the Mini Giant for a 3 Month period from the date of original purchase.

Defective SKP tools are to be exchanged with SKP tools only, not any other competitive product.

UNITE TOOLS:

Unite Tools offers a **1 Year Warranty**

VENUS will accept warranty claims for Unite tools for up to one year from the original date of purchase.

UNIVERSAL SPA SOLUTIONS: (LED Lamps)

USS offers a **1 Year Warranty** (on parts only)

Defective LED lamps may be returned to VENUS for repair only. Defective items will be repaired by USS at no charge.

WAHL PROFESSIONAL:

WAHL offers a **1 Year Warranty**

VENUS will only accept warranty claims for Wahl merchandise up to 30 days from the purchase date. Any warranty claim after the 30 day period must be sent directly to Wahl.

Customers can contact Wahl directly at:

WAHL Canada

165 Riviera Drive
Markham Ont
L3R-5J6
905-477-9245

For general repairs or post warranty repairs contact the following repair centers in Ontario:

J.Tarnow www.hairclippers.ca
1258 Caledonia Road
Toronto 416-789-4333

Deboer Grooming Supplies www.deboergroomingsupplies.com
68 Healey Road unit#9
Bolton 905-857-9565

Groomers Repair & Sharpening www.groomersrepair.com
1304 Commissioners Rd W
London 519-657-8778

YS PARK:

YS Park offers a **1 Year Warranty**

VENUS will accept warranty claims for YS Park tools up to 1 year from the original purchase date.

YS Park tools are not covered for damages caused by:

- Use of chemicals on combs (combs should never be left in Barbicide overnight or for excessive time periods).
- Improper use of brushes with hairdryers (a distance of 2-3 cm should always be kept between the brush and dryer nozzle otherwise melting might occur).
- Improper cleaning of wooden brushes (use UV light only, do not use water)
- Improper cleaning of brush pins (use a tail comb, do not use a fine-tooth comb)
- Sprayer is meant to be used with WATER ONLY.
- Improper use of diffuser with hairdryers (a distance of 2-3cm should be kept between the dryer nozzle and diffuser to avoid mesh damage)

SHEARS – ALL BRANDS

DANNYCO SHEARS:

DANNYCO offers a **1 Year Warranty**

VENUS will accept warranty claims for Dannyco shears for up to one year from the original purchase date. Refer to your Dannyco catalogue for specific warranties on each product.

Dannyco also offers a **30 Day Money Back Guarantee** for all shears. If a client is dissatisfied with any Dannyco shears they can return the item for credit within the 30 Day period.

KASHO SHEARS:

KASHO offers a **Limited Lifetime Warranty**

All Kasho shears are guaranteed to be free of defects in materials and workmanship for the life of the shear. Kasho offers one free sharpening service within one year of the date of purchase for the following shears: KDM KCB KSI and KIV. Kasho offers two free sharpening services within two years of the date of purchase for the following shears: KGR KZR KAD and KML.

VENUS will handle any warranty claims for defective shears (excluding free sharpening) for one year from the date of purchase of the shear.

VENUS will not handle any shears that are being sent in under warranty for free sharpening. Customer will incur the cost of shipping to **SCISSORSMITH**. Customer will include a copy of the invoice that indicates the date of purchase. Customer should follow these steps to redeem the free sharpening service offered by Kasho:

1- Package shear(s) in a bubble wrap envelope that is well padded to protect the contents. VENUS has pre-marked padded envelopes available at n/c to our customers. Include a business card or contact information with a copy of the invoice that indicates date of purchase.

KASHO continued...

2- Customer may pay by Visa or MC. **SCISSORSMITH** will call the customer for the card information upon the receipt of the scissors.

The cost of shipping the shear to **SCISSORSMITH** will be incurred by the customer at the time of mailing.

3- Address the envelope with the following information:

SCISSORSMITH:

5608 Edworthy Court
Edmonton. Alberta
T6M 0N7

KIEPE SHEARS:

KIEPE offers a **1 Year Warranty**

VENUS will handle any warranty claims for defective scissors for up to one year from the original date of purchase. Please be advised that the warranty does not cover scratches, faded coloring, or chips/notches in the blade due to dropping. This warranty is not a maintenance policy and therefore will not cover sharpness of the blades as time passes.

WARRANTY DEFECT VALIDATION - PROCESS

Please note, that some of our tools require a **VENUS staff member** to complete the **Warranty Defect Validation Form** (Jotform) as a part of the manufacturer warranty process.

Currently the **GA.MA, Elchim and Moroccanil** tools follow this process.

To qualify for an exchange the tools **must first be inspected** by the VENUS Returns Department. Replacement tools will not be shipped out for exchange until the tools are inspected by the VENUS Returns Department. If the defect is deemed a manufacturer defect, a new item will be shipped to the customer at no charge. All inspections for defects will include a vigorous testing process outlined by each of the manufacturers.

A VENUS Staff member will assist customers with the following process:

- 1 – Complete the brands individual **Warranty Defect Validation Form** (located in SharePoint>Warranty Info).
- 2 – Once the Jotform is SUBMITTED, an e-copy will automatically be sent credits@venusbeauty.com
- 3 – VENUS Customer Care will create an RMA and email RMA & DVF to customer and VENUS Business Consultant. The email is an automated process.
- 4 – When the VENUS Returns Department receives the item, a detailed inspection will be completed. If the item qualifies for exchange, the RMA will be approved by the VENUS Returns Department. The RMA will be sent back to VENUS Customer Care with instructions to ship a replacement to the customer.
- 5 - A replacement order will be created when the approved RMA is entered by VENUS Customer Care. The VENUS Returns Department will approve the replacement order and release the order for prompt shipping.
- 6 – If the item does not qualify for exchange, the item will be shipped back to the customer along with a completed hardcopy of the DVF. The form will indicate why the item was not accepted for exchange.

VENUS Customer Care: Before approving any customer exchanges, please ensure that you have received a completed DVF.

VENUS Business Consultants: Please print out and attach DVF & RMA to the defective item and submit to the VENUS Returns Department for inspection.

If the item is deemed not defective, the item will be returned to the VENUS Business Consultant for return to customer. For Office Accounts, the item will be shipped back to the customer with a shipping charge.

The returned item will include a hardcopy of the **Warranty Defect Validation Form**.

VENUS CONSUMER PURCHASE WARRANTY POLICY

VENUS will honor any warranty from a defective item sold to a consumer (salon customer) for the specified warranty period.

The VENUS customer must provide a dated receipt for the purchase of the item.

VENUS will offer the full warranty from the beginning of the consumer purchase date.

Example:

If Salon ABC purchased a dryer that had a 1 Year Warranty in Jan 2014 but actually sold the item to a consumer in March 2014 the warranty would be valid from March 2014 to March 2015.

**If Salon ABC cannot produce or does not have a receipt for the consumer purchase then VENUS will use the original invoice from which it was purchased.

Using Example Above:

Salon ABC purchased a dryer that had a 1 Year Warranty in Jan 2014. The salon sold the dryer to the consumer in March 2014. The defective dryer was returned to the salon from the consumer June 2014. Salon ABC could not produce or find a receipt of sale to the consumer. VENUS uses the original invoice from which the dryer was purchased. The remaining warranty left on the dryer would be 6 months.

Please see contact your VENUS Business Consultant or VENUS Sales Manager for any warranty requests *outside* of the regular warranty period.

***Appendix A: (BSC Inc./GA.MA iQ Dryer)**

GA.MA iQ WARRANTY

The Extended Warranty below is available directly from BSC. Inc and not VENUS.

LIMITED MANUFACTURER WARRANTY – (1) year BSC, Inc. styling electronic tools come with a standard one (1) year limited manufacturer warranty on all manufacturer defects in material and workmanship. This warranty is only valid with an original sales receipt from an authorized reseller of BSC Inc. styling electronic tools. BSC Inc. will not warranty any styling electronic tools that are damaged or abused due to user error such as, but limited to; dropping, wrong voltage supply, product build up, damaged plates, etc. If a product fails to operate under normal use because of a covered defect and it is WITHIN the LIMITED MANUFACTURER WARRANTY PERIOD, then please (1) contact your authorized reseller of BSC Inc. styling electronic tools or BSC, Inc. directly:

Option 1: Authorized reseller of BSC Inc. Please return the product to your authorized reseller including the original sales receipt as proof of purchase. Upon receipt of your returned product the authorized reseller accepting the return is instructed to investigate & ensure the returned product has defects in materials or workmanship and as a result the product fails to operate properly under normal use because of a covered defect. As a formality the authorized reseller is obligated to provide a BSC, INC. MFG DEFECT VALIDATION FORM. If the returned product meets the criteria of a defective product, the reseller is authorized to offer an over the counter exchange of the same unit.

Option 2: BSC, Inc. Please email BSC, Inc. at rma@bscinc.co to obtain a Return Authorization Number and return instructions. Return the defective product with the Return Authorization Number and a shipping & handling fee of \$22.50. The SH Fee must be paid in the form of a money order or a certified check drawn on a Canadian bank made payable to "Backstage Commerce, Inc." (PLEASE DO NOT SEND CASH). We WILL NOT process any returns without a Return Authorization Number or the SH Fee. We are not responsible for products lost or damaged in transit.

BSC, INC. LIMITED 2 YEAR EXTENDED WARRANTY – Extend your standard (1) year limited manufacturer warranty to (2) years extended warranty. The (2) year extended warranty will cover all manufacturer defects in material and workmanship of BSC Inc. styling electronic tools. The extended (2) year warranty will be added to the existing (1) year warranty to give you a total of (3) years of warranty coverage from the original date of purchase.

Instructions: The limited (2) year extended warranty is only available WITHIN the FIRST 90 days from the original purchase date from an authorized reseller of BSC Inc. styling electronic tools.

EXTENDED WARRANTY FEES (EWF):

1. Curling Irons: \$22.50 + applicable GST/PST
2. Flat Irons: \$25.50 + applicable GST/PST
3. Hair Dryers: \$42.50 + applicable GST/PST (GA.MA iQ Dryer: \$150.00+ applicable GST/PST)

To purchase please fill out the information below with your contact information and attached original sales receipt from your authorized reseller of BSC Inc. styling electronic tools.

Please ensure the original receipt is WITHIN 90 DAYS of the original purchase date. Please BE SURE to follow the instructions to mail in payment for the appropriate EWF based on your class of electronic tool.

CONTACT INFORMATION:

Name:

Email Address:

Phone:

Address:

City:

Province:

Postal Code:

Country:

Date of purchase (MM/DD/YY):

Purchase place:

Authorized Dealer name:

Current Date (MM/DD/YY):

The Authorized Reseller, BSC, Inc., and the Manufacturer disclaim any responsibilities for damage caused to property or persons by the application, use, maintenance or storage of the BSC Inc. styling electronic tools. The Authorized Reseller, BSC, Inc., and the Manufacturer shall not be liable for incidental or consequential damages resulting from the use of this product arising out of any breach of this warranty. All expressed and implied warranties, including the warranties of merchantability and fitness of a particular purpose, are limited in duration to the applicable warranty period set forth above. The Authorized Reseller & BSC, Inc., neither assumes nor authorizes any person to assume for the company any other liability in connection with the sale or use of this product. There are no other warranties, expressed or implied, except as listed above. This Policy shall be governed by and interpreted under the laws of the Canadian province or territory in which the client normally resides. The parties agree to the jurisdiction of the Court of the Canadian province or territory in which the client normally resides, and further agree that any action and proceedings brought by either party to enforce this Policy shall be commenced in said Canadian province or territory. In all other respects, this contract shall remain unaltered. If you have any questions regarding warranty, our address, or service locations call BSC, Inc. toll-free at 1-855-381-5559 or visit us online at <http://www.bscinc.co>.

GA.MA iQ PERFETTO DRYER & IRON REPAIRS (outside of the warranty process)

Customer may contact the authorized services of:

AP Repair <http://apreparation.com>

86, boul. des Entreprises, local 104

Boisbriand, Quebec (CANADA) J7G 2T3

apreparation@qc.aira.com

450.433.1766 or 450.433.1769

Richard Morin

(Shipping and repair transactions will be the responsibility of each customer)

- END -