

SWAN ICE SHAVER WARRANTY

Who is covered?

This limited warranty (“warranty”) is only provided to the original end-use purchaser from **SwanIceShavers.com**. *If you purchased your Swan Ice Shaver from a Swan re-seller, please contact them directly for your warranty support.*

Warranty of craftsmanship

SwanIceShavers.com warrants the Swan Ice Shaver to be free of material & manufacturing defects for a period of one year (365 days) from the date of purchase. This Warranty covers repair parts and shipping to correct any unit defects related to materials or workmanship. Labor costs are not covered by this warranty.

What is not covered?

This Limited Warranty excludes machine wear due to normal use and does not include wearable parts such as blades, brakes, gears, switches, belts, etc.

This Limited Warranty does not cover any damage due to:

1. Physical damage to the machine.
2. Damage caused by improper installation, improper or abnormal use, misuse, neglect, or accident (including but not limited to transporting machinery without proper preparation and/or packaging).
3. Damage caused by another user other than the original end-use purchaser.
4. Damage caused by improper and unauthorized disassembly of the machine without SwanIceShavers.com prior authorization.
5. Damage caused by the improper voltage supplied to the machine, i.e. using incorrect extension cords, inverters, generators, etc.

Maintenance

All shavers require periodic maintenance, as outlined in the unit’s Operation Manual, and it is the responsibility of the customer to perform regular maintenance. Failure to properly maintain the unit and perform regular maintenance may void the Warranty.

Damage from Accident, Misuse, or Alteration

Damage or failure caused by an object striking the unit, fire, theft, freezing, environmental exposure, modifying or altering the unit, and/or any other misuse is not covered under the Warranty. Damage or failure due to acts of God (flood, tornado, etc.) or acts of war are not covered under the Warranty.

Extra Expenses

Economic loss or extra expense due to unit damage/failure is not covered under the Warranty. Under no circumstances is SwanIceShavers.com liable for any indirect, incidental, or consequential damages due to unit damage or failure.

Warranty claims:

All requests must be approved by SwanIceShavers.com prior to any work being performed or your warranty may be voided. Please contact customer service at **Info@SwanIceShavers.com** and provide the following information:

- Invoice Number
- Name & Shipping Address
- Machine Serial Number
- Detailed Description of Manufacturing Defect
- Photos of Defect or video

Any equipment returned without prior written authorization from SwanIceShavers.com will not be accepted and will be considered abandoned property.

FOR CURRENT INFORMATION REGARDING OUR RETURN, SHIPPING, OR WARRANTY POLICIES,
PLEASE SEE FAQ’S AT:

SwanIceShavers.com