



**GHD PROFESSIONAL, NORTH AMERICA, INC.
WARRANTY CLAIM FORM**

Instructions: Send completed warranty claim form, copy of original receipt and tool for return to address below.

NAME: _____ DATE: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

CONTACT PHONE #: _____ EMAIL: _____

DATE YOUR GHD TOOL WAS PURCHASED:

LOCATION PURCHASED (SALON/STORE NAME, ADDRESS, CITY, STATE):

REASON FOR RETURN (PLEASE BE VERY SPECIFIC):

SIGNATURE

DATE

Manufacturer's Guarantee

ghd Professional, North America, Inc. offers a guarantee of three (3) years for Platinum+ from date of purchase, two (2) years for Gold Styler, Classic Styler, Soft Curl Iron, Classic Curl Iron, Classic Wave Wand, Creative Curl Wand, Flight Travel Hairdryer, Helios Professional Hairdryer (consumer) and Glide Hot Brush from date of purchase, and one (1) year for Helios Professional Hairdryer(professional), Air Hairdryer and Air Elite Hairdryer from date of purchase against defects caused by faulty material or workmanship. Not covered by this guarantee are damages caused by improper handling, such as dropping of the iron/dryer/curler or deliberate misuse. ghd Professional, North America, Inc. undertakes to replace (at ghd Professional, North America, Inc.'s sole discretion) the styling tool at its own expense. **We will replace tools with "Like Kind" tools. Limited edition stylers or dryers will be replaced with any available limited edition styler/dryer/curve line we have in stock.**

Personalized Products

In the event that a warranty claim needs to be made in relation to Personalized Goods, the replacement will, where possible, contain the same Personalization as the original order. In the unlikely event that ghd is unable to offer an identical replacement, at its sole discretion ghd will replace the Personalized Goods at no charge with a non-personalized product of comparable performance. This does not affect your statutory rights.

Please note, a copy of your original receipt MUST be attached to this form upon return of tool. Any item sent to ghd without receipt of purchase will be returned to sender unless you have written authorization from ghd. Do not send styling products, styling bags or boxes. Those items will not be returned to you.

Shipping and handling is nonrefundable. We recommend shipping your tool via a carrier who issues a tracking number and requires a signature at delivery. Please ensure that your package is protected during transit. We are not responsible for tools that are damaged or lost during the shipping process.

Send returns to:

ghd Professional, North America, Inc.

Attn: Customer Service

100 East Ninth Avenue

Runnemede, NJ 08078

For any questions please email customerservice@ghdhairusa.com or call 877-443-2643

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