

commercial warranty terms

simplehuman products are backed by the added security of our warranty, where indicated. We warrant that these simplehuman products will be free of defects in material or workmanship under normal use and cared for according to the product instructions during simplehuman product's warranty period. Please note that the warranty period begins from the date of retail purchase by the original end-user purchaser.

For commercial use, the warranty period is one (1) year for all products. Commercial use is defined as any usage outside of a residential household, including, but not limited to, usage in restaurants, hotels, retail outlets, spas, gyms, medical offices, or any other office for business or commerce, and public venues.

Minor imperfections and slight color variations may be considered normal. This warranty excludes damage to the product from misuse or abuse, such as improper cleaning, neglect, accident, alteration, fire, theft, or acts of God.

In the unlikely event that your product becomes defective during the warranty period, at simplehuman's discretion, we will provide replacement parts for your product at no charge. If there is no part, and the product is under warranty, we may provide a prepaid return label and arrange a repair, then return the product back to you. Repairs are generally processed within 10 to 15 business days from the date of receipt.

Following conditions apply to our warranty terms, but not limited to:

- A copy of your dated proof of purchase may be required prior to any claims under our warranty. simplehuman reserves the right to request photographic proof of product defect, and request that the defective product in question be shipped to simplehuman to verify the defect, repair the defect, or to aid in quality control efforts.
- Your simplehuman product has been manufactured to strict specifications and has been designed for use with simplehuman authorized accessories and replacement parts. This warranty expressly excludes any defects or damages caused by accessories, replacement parts and repair services other than those authorized by simplehuman.
- Specially discounted merchandise may not be covered by our warranty.
- This warranty is valid only in the country where the simplehuman product was purchased.

Following are not covered by our warranty, but not limited to:

- Dents, scratches, and other conditions to the product that occur over time considered as normal wear and tear.
- Misuse, abusive use, or Intentional damage to the product.
- Accidents to the product.
- Modifications or alterations to the product.
- Incorrect operation, installation or not following the operation instructions (as stated in the Set Up Guide)
- Incorrect voltage or non-standard battery.
- Non-simplehuman parts.
- Vermin or insect infestation.
- Hard-water scale buildup.
- Prolonged periods of dampness or condensation.
- Deterioration of the product arising under inappropriate exposure to extreme conditions such as outside weather, heat or cold.
- Product demonstrations.
- Lost or stolen product.
- Parts or products that have been disposed.
- All incidental or consequential damages that result from user mishandling or other than its intended use.
- Contents (soap, lotion, shampoo, conditioner, gel, etc.) and batteries in use with the product.
- Product purchased As-Is or from unauthorized retailers such as eBay, garage sales, Craig's List, and thrift stores.
- Costs associated with the maintenance, adjustments, and installation of the product.
- Parts made with natural wood and/or bamboo material.
- Dissatisfied with the product.

SIMPLEHUMAN IS PROVIDING THIS WARRANTY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SIMPLEHUMAN DISCLAIMS ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. Liability arising out of, or relating to the use, or inability to use the product or otherwise in connection with the product, is limited to the amount actually paid by the purchaser. Some jurisdictions do not allow limitations of how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights that vary from jurisdiction to jurisdiction.

Register your product:

By taking just a few quick minutes to register your simplehuman product, you can enjoy quicker service and more efficient support. To register, [click here](#). Failure to register your product will not diminish your warranty rights.

Although we will not repair products whose warranty period has expired, replacement parts may be available for purchase. Should you find your product in need of service, please use our [support site](#).