



Quality assured for your Salon

Arrow Beauty Warranty Information

This warranty is valid in New Zealand only. This warranty is given by Arrow Marketing Ltd trading as arrow beauty of 18 Saunders Place, Avondale, Auckland (the Company).

It applies to all equipment and furniture (Product) sold under invoice by arrow beauty to the Purchaser.

Subject to the exceptions set out below, product is warranted by the Company to be free from defects in materials and workmanship for a period of 1 year from the date of purchase.

An extended warranty period of a further 1 year applies to the arrow blend Electrolysis Machine under the same terms as set out in this Arrow Beauty warranty.

The benefits offered by this warranty are in addition to the rights and remedies under New Zealand law.

The Purchaser is entitled to a replacement or refund for a substantial failure in product.

The Purchaser is entitled to have the Product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a substantial failure.

The Company reserves the right to determine what is substantive failure and the right to choose to repair or replace the Product.

If product is replaced by the Company under this warranty, the new item will benefit from the remainder of the term of this warranty (calculated from the date of the original purchase). The period of this warranty shall not be extended whether or not your product is repaired or replaced.

To make a warranty claim the Purchaser must be able to provide proof of purchase.

The Company will accept any expenses incurred for warranty claims, excluding the cost of transport of the product for Service or any approved Service Agents travelling costs to and from the Purchasers location if the Purchaser is located outside the service area of the Company or any Agent for the Company

This warranty will not apply in the following cases:

1. Any defect or damage which is the result of repair, service, alteration or modification carried out without the written permission of the Company by an Agent other than the Company.
2. The use of parts not manufactured, sold or approved by the Company that are used in any replacement, repair or service.
3. The Product is operated on an electrical or water supply which differs from the ratings specified by the Company for that particular product.
4. The Product is damaged as a direct result of incorrect assembly or installation, misuse or neglect or is being used for a purpose for which it was not designed or capable of being used to perform, function or operate as intended, sold or otherwise used not in accordance with the instructions for assembly, installation and use.
5. If changes occur in the condition or operational qualities of the product due to incorrect storage, mounting, climate or any other influence outside the control of the Company.

arrow · beauty ·

Quality assured for your Salon

6. The product is damaged as a result of operating or using the Product incorrectly or when it is known to be defective in any way.
7. When Parts require replacement due to normal wear and tear, including the replacement of the following parts;
Motor Brushes
Door Seals
Gaskets
Lenses
Globes
Fuses
Filters
Bags
Probes
And any similar parts
8. When the required cleaning of blockages in pumps, hoses, filters, Tanning Guns, Tanning Machines, Steamers and the Thermostats in Steamer beakers did not take place.
9. When damage is caused directly or indirectly by Utility supply problems, lack of user care, electrical storm damage or incorrect power supply.
10. When the cause of any defect or damage is due to operator error.
11. When the product is repaired, serviced, altered or modified in anyway without the written permission of the Company by an Agent other than that approved by the Company. Any matters considered to be under Warranty must be referred to the Company in the first instance.

The following conditions may compromise and, in some cases, cancel the warranty:

1. The warranty is non-transferable under on sale from the original Purchaser.
2. If the Purchaser is required to return the Product to the Company or an approved Service Agent, the Product must be cleaned, drained and free from debris or any residues, securely packed and insured. The Company takes no responsibility for loss or damage to the Product prior to being received by the Company or a Service Agent.
3. The Company will not be responsible for damage which occurs during any 3rd Party delivery, installation or assembly.

To obtain Service under this warranty;

1. Contact arrow beauty in the first instance on 0800 105 209 outlining the specific problem relating to the product in detail.
2. Instructions will then be provided or suitable arrangements made.

If any terms of this warranty have not been met by the Purchaser advice will then be provided for appropriate action thereafter.