



## InterVac Design Corp. Warranty Policy – Retail Customer

- **Terms**
  - Applicable Products
    - CondoVac (includes IVD660 models) – 3 years
    - RV Vac (includes CS6, CS8, CS9, CS10, CS RM, CS RM RC models) – 6 years
    - Garage Vac (includes GH, GF, H, F, RMF, RMH models) – 6 years
  - Warranty length is determined from the end user’s original purchase date of the product.
  - This warranty is extended only to the original purchaser of the product or RV/boat in which it was originally installed and is not transferrable.
  - A purchase receipt or other proof of original purchase will be required before warranty performance is rendered; includes product sold directly to the end user or product installed in an RV/boat purchased by the end user.
  - There are no expressed warranties except as listed above.
  - InterVac is not liable for any conflicting warranty policies put in place by an OEM or Dealer.
  - If the product has been found defective InterVac will repair it with new or rebuilt parts or replace the entire product free of charge.
  - No cash refunds.
  
- **Conditions**
  - This warranty only covers failures due to defects in materials or workmanship which occur during “normal use”.
  - InterVac retains the right to review each claim and determine what “normal use” means.
  - Claims can be reviewed 1 of 2 ways:
    1. Over the phone or email
      - If InterVac determines the issue is user error outside the bounds of “normal use” the customer will be invited to purchase a replacement part or product and pay for shipping.
      - If InterVac determines the issue is within warranty it will cover the cost of replacement parts or product and pay for shipping.
    2. Through a return of the product if InterVac deems necessary
      - A warranty claim must be filled out and accompany the return.
      - All customers will be asked to pay for the return freight, including International freight.
      - If InterVac determines the issue is user error outside the bounds of “normal use” the customer will not be reimbursed for the cost of the original return, will be invited to purchase a replacement part or product, and will be asked to pay for shipping.
      - If InterVac determines the issue is within warranty the customer will be reimbursed for the cost of the original return, InterVac will repair or replace the part or product, and will pay for shipping.

- If InterVac deems the return was a fully functional product the customer will not be reimbursed for the cost of the original return and be asked to pay for the next return freight as well.
- **Exclusions**
  - The following items that require normal replacement are excluded from the warranty policy:
    - Disposable dust bags.
    - Filters.
    - Product cleaner tools.
    - Product hoses.
  - This warranty policy does not cover the following:
    - Damage which occurs in shipment.
    - Failures which are caused by products not supplied by InterVac.
    - Failures which result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification, or commercial use such as hotel, office, restaurant or rental use of the product.
    - Unauthorized or improper service performed by anyone other than InterVac.
    - Damage that is attributable to acts of god.

**Updated 7/24/19**

