



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 can purchase a replacement part or product and pay for shipping cost.
 - If InterVac determines the issue is within warranty it will cover the cost of replacement parts or product and pay for shipping cost.
 - All international customers must provide photographic evidence of the claim in lieu of returning the unit to InterVac due to prohibitive costs.
 2. Through a return of the product if InterVac deems necessary
 - A warranty claim must be filled out and accompany the return.
 - Customers must pay shipping cost for the return to InterVac.
 - 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, can purchase a replacement part or product, and the customer must pay for shipping cost.
 - If InterVac determines the issue is within warranty the customer will be reimbursed for the shipping cost of the original return, InterVac will repair or replace the part or product, and will pay for the next shipping cost.

- If InterVac deems the return was a fully functional product the customer will not be reimbursed for the cost of the original return and the customer must pay for the next return shipping cost 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 9/24/19