



## Ethereal 12 YEAR “2- STEP” LIMITED WARRANTY

Ethereal offers an industry leading, 12 year “2-STEP” warranty which protects the purchaser from any defects in materials or workmanship for twelve years from the date of purchase on select models. Products covered will display the 12 Year warranty icon on their packaging, catalog and web listings. Please contact Ethereal for a full list of products covered under this warranty.

**Who is covered?** The **original** purchaser of the product from the date of purchase.

**What is covered?** Any defect in the design, construction, or workmanship of the product that causes it to fail to perform as represented at the time of sale.

**What is not covered?** Damage to the product caused by disassembly, accidents, abuse, misuse or modification of the product, and of course, an “act of God” such as a power surge, destructive storm or fire, etc. Ethereal will inspect the product upon return to determine whether any of these conditions are present and inform the purchaser of this fact.

### **Step 1**

To participate in the 12 year warranty program, all you have to do as the purchaser is to register your product with Ethereal. This is provided to you for product registration. Please note that proof of purchase is completed by providing a copy of the sales receipt from the Ethereal Re-seller or from Ethereal itself, if a direct purchase. If the warranty card is not completed and returned, then the standard Ethereal 1 year warranty will be applied.

### **Step 2**

If any problem with the product occurs, simply call the Ethereal at the Warranty Hot Line Number listed below. A representative will discuss the issue with you and provide a Ticket Number along with the RMA (Returned Merchandise Authorization) number for return of the product along with instructions on how to use the enclosed return label, which is good for use in the US for all states excluding Alaska and Hawaii.

Upon receipt of the returned product, Ethereal will examine the product and if defective for any reason as stated above, it will, at its option, either repair the product or provide a replacement product free of charge. If the product is no longer being manufactured or available, then Ethereal will attempt to replace the product with a similar product of like use and cost, if the product cannot be repaired. Note: Some products may be subject to changes in technology which makes replacement impossible.

460 Walker Street, Holly Hill, Florida 32117 • (386) 255-0234

### **Still Have Questions?**

Any questions of regarding this warranty that could not be answered by a representative on our “hot line” should be addressed to: Warranty Department, Ethereal, 460 Walker St., Holly Hill, Florida, 32117. We promise a written answer to any question. Please provide an email address if you have one for ease of return response.

**Ethereal WARRANTY HOT LINE: 386-492-8584 OR HTSUPPORT@ETHEREALPRO.COM**

## WARRANTY CARD

Mail this form with product and proof of purchase to:

HT Warranty Department, Ethereal, 460 Walker St., Holly Hill, Florida, 32117

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/ST/Zip: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Email: \_\_\_\_\_

Product Model Number: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

My signature below acknowledges that I have read, fully understand, and accept the limited warranty agreement.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_