

AN IMPORTANT MESSAGE TO OUR CUSTOMERS:

BIOBIDET Authorized Dealer and Warranty Statement

BIOBIDET is firmly committed to providing our customers with best in class, reliable products through authorized dealers. Our policy is to honor product warranties and to perform services only on products purchased from an authorized BIOBIDET dealer and only accompanied by a receipt or proof of purchase. If you purchase a BIOBIDET product from an unauthorized dealer or if the original factory serial number has been removed, defaced or altered, your BIOBIDET warranty will not be valid.

If you return an item to BIOBIDET for replacement, and that item is verified as either counterfeit or a product not manufactured by BIOBIDET, you will be notified via e-mail or phone with instructions for retrieving your item. You will have a maximum of 3 business days to request that the item be shipped back to you at your cost. This cost will be a shipping and handling fee of \$50. Shipments are sent via UPS only.

Unfortunately, there are some websites and dealers who claim to be authorized BIOBIDET resellers but are not. Products sold on these websites or from these dealers do not carry a warranty from BIOBIDET. When you purchase products from an unauthorized website or dealer you are taking a risk, because these products may be counterfeit, used, defective, or may not be designed for use in your country. Please protect yourself and your BIOBIDET product by ensuring that you only purchase BIOBIDET products from an Authorized BIOBIDET Dealer.

If you purchased a counterfeit product with a credit card, you may wish to contact your credit card company and dispute the charge. BIOBIDET will provide you with an email or letter identifying your product as a counterfeit to assist you in this.

For warranty service, please call toll free (877) 339.5214, and we will guide you through the warranty service process. Here are list of Unauthorised sellers;

- Dealbrainz - Amazon
- Wotech - Amazon
- Ace easy - Amazon
- Fye N Rei - Amazon
- Tahoe Trading - Amazon
- Riversedgestore14 - ebay

Categorized Bidet Products Line

3 years full warranty : BB-2000, DIB

- 100% Coverage of all parts and labor for the entire product for the three years from original date of purchase

3 years limited warranty : BB-1000,USPA,BB-800, BB-800, BB-1700

- 100% Coverage of all parts and labor for the entire product for the first year from original date of purchase
- 75% Coverage of all parts and labor for the entire product for the second year from original date of purchase
- 50% Coverage of all parts and labor for the entire product for the third year from original date of purchase

Two years limited warranty : BB-600, BB-400

- 100% Coverage of all parts and labor for the entire product for the first year from original date of purchase
- 75% Coverage of all parts and labor for the entire product for the second year from original date of purchase

One year limited warranty : BB-i3000, BB-270, BB-70, Elite 3 and travel bidet line

Bio Bidet warrants its products to be free from manufacturing defects under normal use and service for a period of one (1) year from date of purchase. This warranty is extended only to the ORIGINAL PURCHASER.

Our obligations under this warranty are limited to repair or replacement, at Bio Bidet's option, of products or parts found to be defective, provided that such products were properly installed and used in accordance with instructions. Bio Bidet reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. Bio Bidet will not charge for labor or parts in connection with warranty repairs or replacements. BBC Innovation is not responsible for the cost of removal, return and/or reinstallation of products.

This warranty does not apply to the following items:

Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder electrical storm, etc.

Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, or improper maintenance of the product.

Damage or loss resulting from removal, improper repair, or modification of the product.

Damage or loss resulting from sediments or foreign matter contained in a water system.

Damage or loss resulting from improper installation or from installation of a unit in a harsh and/or hazardous environment

This warranty gives you specific legal rights. You may have other rights which vary from state to state.

To obtain warranty repair service under this warranty, you must take the product or deliver it prepaid to a our service facility together with a letter stating the problem, or contact a distributor or products service contractor, or write directly to 204 Berg Street, Algonquin, IL 60102.

This written warranty is the only warranty made by Bio Bidet. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. We shall not be responsible for loss of the product or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or costs of repairs by others, or for any other expense not specifically stated above. Except to the extent prohibited by applicable law, any implied warranties, including that of merchantability or fitness for use, are expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

Warning! We shall not be responsible or liable for any failure of, or damage to, this plumbing product or product component caused by either chloramines in the treatment of public water supply or in-tank bowl cleaners containing chlorine (calcium hypochlorite).

Note: The use of high concentration of chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.

Return Policy

Bidet seat which have been installed or used are non-refundable due to governmental regulations pertaining to personal hygiene products. Bio Bidet cannot accept product returns if the installation hardware kit has been opened or if other signs of use are detected.

How to obtain service:

To obtain repair service under this warranty, you must contact us to obtain an RMA (Return Merchandise Authorization) number. Proof of purchase in the form of a copy of your original receipt must accompany the returned unit for the warranty to be valid. Take or ship the unit pre-paid to the closest authorized service center along with your RMA number and proof of purchase.

To obtain your RMA number and locate the service center location nearest you, call 847.458.2334.

To receive an RMA number or to speak with a customer service representative, please call 847.458.2334 or E-mail us at support@biobidet.com

Disclaimer

This is not a medical device. This product is not intended to diagnose, treat, cure or prevent any disease. Consult your physician before using this product for the purposes of alleviating medical symptoms or conditions. Improper use of this product may result in adverse results. Do not use this product other than for the indicated uses of enhanced personal hygiene.



Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.