

Our goal is to ensure your complete satisfaction

If, for whatever reason, you are dissatisfied with your purchase, you can return it to HSI Professional within 30 days of purchase date subject to conditions below. Claims for missing items or items damaged in transit must be received within two business days of receipt of merchandise

Warranty Exchanges

All HSI Professional products come standard with a warranty for a period of one (1) year from the date of purchase against any defects in workmanship or materials, if properly used and cared for. Should the product become defective within the warranty period, HSI Professional will repair it or replace it.

All Exchanges must be approved by HSI Professional prior to sending any item in for an exchange. To initiate a Warranty Exchange please [contact us](#) (your original order number must accompany your request). Once we have received your exchange request we will contact you within 48 hours to inform if you are eligible for an exchange and how to proceed.

Please Note: All exchanges require your original order number to validate and process any exchange.

- When exchanging an item for any reason, please note that **you** the customer are responsible for any shipping costs to return the item to HSI Professional. **We do not provide labels or Call tags.**
- Defective items may be repaired, or exchanged at our discretion for the same model or manufacturer's equivalent model

This warranty does not cover products damaged by the following:

- Accident, misuse, abuse or alteration of the product
- Servicing by unauthorized persons
- Use with unauthorized accessories
- Connecting to incorrect current and voltage
- Wrapping cord around appliance causing premature wear & breakage
- Water Damage or damage due to submersion in any liquid.
- Any other conditions beyond our control

Refunds & Credits

All returns must be approved by HSI Professional prior to sending any item back for a Refund. All Refunds must be received within 30 days of purchase and meet the conditions laid out below.

- Refunds on returned items will be issued in the same payment form as tendered at the time of purchase. Once we receive and inspect the product we will credit your account. Please allow 5-7 days for a credit to appear on your account.
- When returning an item for any reason, please note that you the customer are responsible for any shipping costs to return the item to HSI Professional. We do not provide labels or Call tags
- All Refunds are subject to a 15% restocking fee.

- The 15% will be deducted from your refund total.

Terms & Conditions

Please read all conditions below. If conditions are not met, HSI Professional reserves the right to refuse the return or to charge a restocking fee not less than 15%.

- All returned or exchanged items must be in new condition, in their original box, and must include all packing material, blank warranty cards, manuals, and all accessories unless otherwise agreed upon by HSI Professional before shipping item back.
- HSI Professional is not responsible for any consequential or incidental damage resulting from the sale or use of any merchandise bought from us.
- We are responsible for the monetary value of the merchandise only.

Exclusions:

Due to Federal regulations. We are unable to except returns or exchanges on HSI Professional Argan Oil, Shampoo, Conditioner, and or Thermal spray.

The Distributor and Manufacturer disclaim any responsibilities for damage caused to property or persons by the application, use, maintenance or storage of the Iron. The Distributor and Manufacturer shall not be liable for incidental or consequential damages resulting from the use of this product, or arising out of any breach of this warranty. All expressed and implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited in duration to the applicable warranty period set forth above. Distributor neither assumes nor authorizes any person to assume for the company any other liability in connection with the sale or use of this product, there are no other warranties, expressed or implied, except as listed above.

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.