

Warranty Information

Before you go any further.....

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Warranty Terms

We believe very strongly in product quality. Every Clarisonic device is subjected to rigorous inspection and test procedures to ensure it meets our exacting specifications. Defective product is extremely rare. We do, however, examine returned products to help us identify product and/or process improvements.

Cleansing and infusion devices come with a warranty covering any manufacturer defect-related problems resulting from everyday use of the product.

Following are the warranty terms for each Clarisonic device:

- Clarisonic Mia®: 1 year
- Clarisonic Mia 2®: 2 years

- Clarisonic PLUS: 2 years
- Clarisonic Opal®: 2 years
- Clarisonic Pedi: 2 years
- Clarisonic Mia 3/Aria: 3 years
- Clarisonic SMART Profile: 3 years
- Clarisonic Aria PRO: 3 years
- Clarisonic PRO: 3 years

If you have any questions or concerns, please contact Clarisonic Consumer Care at 1-888-525-2747. For easy troubleshooting, be sure to have your Clarisonic device in hand when calling. Please be sure to [register your Clarisonic product](#) and [sign up to receive future correspondence](#) from us.

Additional Warranty Details

Our warranty obligations are limited to the terms set below and do not include formulation (cleanser, serums, masks, etc.) or brush heads.

1. Warranty Coverage

- a) For the duration of the Warranty Period, Clarisonic warrants the Product against defects in materials and workmanship arising from Normal Use of the Product.
- b) If there is a defect in the Product which is covered by this Limited Warranty, Clarisonic agrees to exchange the Product with a new equivalent Product. This is the sole remedy available for breach of warranty.
- c) This Limited Warranty is exclusive of all other warranties, whether oral or written, express or implied. There are no implied warranties created by the manufacture, sale, or use of the Product. If Clarisonic cannot lawfully disclaim implied warranties under this Limited Warranty, all such warranties, including warranty of merchantability and fitness for a particular purpose, are limited in duration of this Limited Warranty. Some States do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

2. Limitations

- a) This warranty is limited and may be relied upon only:
 - (i) by the original end user of Clarisonic's Product; and
 - (ii) where the Product was manufactured by or for Clarisonic and sold by an authorized distributor.
- b) To obtain service under this Limited Warranty, you will be required to provide Clarisonic with original proof of purchase date or you must have registered your Product.

Registering your Product permits Clarisonic to contact you in the event of a product question or recall, allows you to sign up to receive future correspondence from us and gives you easy access to the latest Clarisonic news and information.

c) This Limited Warranty does not apply where the Product is subjected to use that does not constitute Normal Use, including but not limited to personal injury or property damage arising from misuse of the Product.

3. Exclusions

Clarisonic is not responsible for any indirect, incidental, special or consequential damages arising out of the use of the Product, whether arising from an electrical issue or otherwise. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

4. Validity

This Limited Warranty is valid only in the USA.

5. Definitions

a) “Normal Use” means ordinary consumer use under normal home conditions according to the instruction manual included with the Product. It does not include using the Product with a voltage converter.

b) “Product” means Clarisonic Sonic cleansing or Sonic infusion device.

c) “Warranty Period” means 2 years from the date of purchase of the Product.*

*The length of the warranty period depends on the device purchased. Click [here](#) to see the warranty periods for all devices.

What to Expect When you Call

Please have your device in hand and be prepared to answer the following questions in order to proceed with your warranty replacement request:

- Have you registered your device?
- Where did you purchase your device?
- When did you purchase your device?
- Do you have an itemized proof of purchase from an [authorized retailer](#)?
- What concerns are you experiencing with the device?

If you have an authentic Clarisonic device that was purchased from an authorized retailer, and is within warranty, you will:

1. Receive a Return Authorization Number from a Clarisonic Consumer Care Representative.
2. Pack your defective device and return it to Clarisonic using the return label provided. Your Consumer Care representative will advise the components to include in the package.
3. Upon receipt of your defective device, Clarisonic will send a new equivalent device via ground shipping within 10 business days. Please note that we cannot ship warranty replacement devices to PO boxes or addresses outside the United States and do not provide expedited shipping options.

Please be aware that Limited Edition colors, seasonal colors, and patterns may not be available for your warranty replacement device.