

J&A USA, INC. LIMITED WARRANTY STATEMENT

J&A Product: EPISODE, PETRA, TOEPIA, CLEO, PACIFIC SPA

J&A Accessories: Epi-Stool, Tri-Stool, _____

Duration of limited warranty: 1 year from date of purchase

Coverage on limited warranty: Parts & Labor

EXTENT OF LIMITED WARRANTY

J&A USA warrants that the J&A product and/or accessories specified above will be free from defects in materials and workmanship for the duration specified above. Which duration begins on the date of purchase by the customer (salon, spa). Customer is responsible for maintaining proof of date of purchase and manual booklet in order to initiate the warranty, the customer must send J&A Warranty Card in the manual booklet. Read carefully and return to J&A within 15 days from the date of purchase.

If J&A receives notice of a defective product during the applicable warranty period, J&A shall either repair or replace the defective parts at J&A's option. Replacement product may be either new or equivalent in performance to new. If J&A is unable to repair or replace, as applicable, a defective product covered by the J&A's warranty, J&A shall, within a reasonable time after being notified of the defect, replacement of equivalent purchased price for J&A product, accessories, or supplies. J&A shall have no obligation to repair, replace, or refund until the verification process by J&A is completed. J&A's limited warranty is valid in US where the covered J&A product is distributed by J&A. additional warranty services, may be available from any authorized J&A service facility where the product is distributed by J&A or by an authorized importer.

J&A's limited warranty cover only those defects which arise as a result of normal use of the product, and do not apply to any:

- * Improper or inadequate maintenance or modification
- * Unauthorized modification or misuse
- * Improper site preparation or maintenance

Any applicable warranty shall not apply to J&A that have been improper installation or plumbing, remanufactured, refurbished, misused or tampered with in any way.

LIMITATION OF WARRANTY

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER J&A NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE J&A PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Some states or providences do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights that vary from state to state, or providence to providence.

LIMITATION OF LIABILITY

To the extent allowed by the local law, remedies provided in this warranty statement are the customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT WILL J&A OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL (INCLUDING LOST PROFIT) DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

OBTAINING TECHNICAL SUPPORT

Please, look for help in the following order:

- 1) See Trouble Shooting Guide located in the Manual
- 2) E-mail us; detailed description of your problem, if you have an internet access
- 3) Fax us ; detailed description of you problem, if you have a fax machine
- 4) Contact your local distributor and request an A/S report to be filed on your behalf
- 5) Contact J&A tech support by phone

Please have the following information ready:

- 1) Salon or Spa Name, Address, Telephone Number
- 2) Contact Name
- 3) Model Name, Serial number of the problem unit
- 4) Brief Description of the problem

J&A USA, INC

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