

Rug Doctor Warranty Information

The Rug Doctor® carpet cleaning machine has been manufactured, tested, and inspected in accordance with Rug Doctor's high standards of quality. Though we believe both the Mighty Pro and Wide Track machines to be the finest quality and able to withstand even rigorous use, we provide a 1-year warranty period to give you peace of mind and the knowledge that we stand behind all Rug Doctor carpet cleaners.

Your machine will come with a user manual. This informative instruction manual provides How To instruction, troubleshooting information and details for handling any warranty-covered repair. It also includes an owner registration card which should be filled out and returned to activate your warranty.

We hope you enjoy your new Rug Doctor carpet cleaner. Should you have any questions about the operation of your unit, please call our [Customer Service Team](#) (available 7 days, 8am to 5pm on the following toll-free number: 0800 800 245).

ONE YEAR CONSUMER LIMITED WARRANTY:



ONE (1) YEAR LIMITED WARRANTY - TO WHOM EXTENDED: In keeping with its high standards of quality, Rug Doctor provides consumer purchasers, from purchase date, a one (1) year Limited Warranty for normal household use only, referred to as The Warranty Period, subject to the following provisions:

WHAT DOES THE WARRANTY COVER AND WHAT WILL RUG DOCTOR DO: Rug Doctor will, without charge, during The Warranty Period, repair or replace, at its option, any component part which is defective or that malfunctions when the machine is returned within the warranty period.

EXCLUSIONS FROM WARRANTY: Every machine or component part returned to Rug Doctor shall be examined. Malfunctions, defects or failures of the machine or any component parts due to alterations made to the machine, improper or negligent use or abuse, or use of the machine for rental purposes or use not in accordance with the "Instruction Guide" provided with the machine are excluded under this Warranty. Any attempt to repair/tamper with the machine voids the Warranty. The warranty does not include a refund of the purchase price.

Use of the machine for commercial purposes (other than rental) is covered by this Warranty for a One (1) year Warranty Period only to the extent that malfunctions, defects, or failures of the machine or component parts are not due to alterations made to the machine, improper or negligent use or abuse, or use not in accordance with the "Instruction Guide" provided with the machine, or normal commercial wear and tear.

CONSUMABLES USED IN OPERATION OF EQUIPMENT : No consumables other than those made available by Rug Doctor whether in conjunction with this purchase or available as branded Rug Doctor Machine consumables shall be used in the operation of the Rug Doctor equipment. Any use of consumables other than those specified by Rug Doctor shall be a breach of the warranty, and will void the warranty.

FURTHER LIMITATIONS: In no event shall Rug Doctor be liable for any consequential or incidental damages you may incur in connection with the purchase and use of the machine; including, without limitation, commercial loss or for any incidental expenses, damage from improper use of either machine or products used in the machine, loss of time, or inconvenience.

UNAUTHORISED USE

Use of this carpet cleaning machine with Rug Doctor trademarks for rental purposes is unauthorised and is in violation of 15 U.S.C. Section 1114 (l) and 15 U.S.C. Section 1125 (a).

TO OBTAIN WARRANTY ASSISTANCE, please call 800 800 245. Rug Doctor will need the following information in order to assist you: Your name, address and telephone number, product model and serial number, date of purchase, and nature of the problem.

Rug Doctor will review all the facts involved and advise you as to a recommended procedure. We recommend you keep the original carton and packing materials. This Warranty gives you specific legal rights as governed by the laws of New Zealand.