



## WARRANTY GUIDE

### RETURN ADDRESS

Paul Mitchell® Pro Tools™ Warranty Center  
357 Mill Road, Staten Island, NY 10306 U.S.A.  
1-888-522-8622  
pmprotools@paulmitchell.com

For **all** warranty issues, please call 1-888-522-8622 or e-mail us at pmprotools@paulmitchell.com **before** returning any Paul Mitchell® Pro Tools™ appliance.

**NOTICE:** This guide/warranty form is only for the Express Ion Style® (North American model S10NA only). Please do not use this form for the return of any other tool.

Distributed by

**JOHN PAUL MITCHELL SYSTEMS**  
(USA) P.O. Box 10597, Beverly Hills, CA 90213-3597  
paulmitchell.com  
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**PAUL MITCHELL** protools®

## WARRANTY RETURN PROCEDURE

For **all** warranty issues, please call 1-888-522-8622 or e-mail us at pmprotools@paulmitchell.com **before** returning any Paul Mitchell® Pro Tools™ appliance.

**MAIL ALL RETURNS TO:**  
Paul Mitchell® Pro Tools™ Warranty Center  
357 Mill Road, Staten Island, NY 10306 U.S.A.  
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## WARRANTY GUIDE

**IMPORTANT:** Warranty valid only when appliance is purchased from an authorized PAUL MITCHELL® salon or distributor. Warranty valid only for the Express Ion Style®.

Terms and conditions may vary depending on salon/authorized retailer's individual exchange or return policy.

### LIMITED 12 MONTH WARRANTY

Our 12 month warranty covers tools within the U.S. (Alaska, Hawaii, Puerto Rico and Continental U.S.) and Canada only, and only when purchased from an authorized PAUL MITCHELL® salon or distributor.

The Paul Mitchell® Pro Tools™ warranty covers the appliance against defects in material or workmanship for 12 months from date of purchase.

Sorry, no refunds will be given.

### THIS WARRANTY DOES NOT COVER:

- Normal wear and tear, which includes, but is not limited to, housing or plate scratches, shorts or cuts in the power supply cord or plug
- Damage due to misuse and abuse such as:
  - Dropping
  - Wrong voltage supply
  - Neglecting safety precautions
- Tampering, such as repair or attempted repair by unauthorized party
- Neglect or lack of proper maintenance (e.g., dirty plates)
- Damage to cord

Please do not wrap the cord around the iron as it can result in the cord breaking.

PLEASE BE ADVISED THAT IMPROPER USE OR MAINTENANCE OF YOUR APPLIANCE CAN RESULT IN DAMAGE TO PROPERTY OR PERSONAL INJURY INCLUDING GREAT BODILY HARM. IT IS IMPORTANT TO FOLLOW THE INSTRUCTIONS. FAILURE TO DO SO CAN VOID THIS WARRANTY.

### 1. WITH PROOF OF PURCHASE AND WITHIN 12 MONTHS

Exchange or repair of defective appliance is at Paul Mitchell's discretion. If your Paul Mitchell® Pro Tools™ appliance fails to operate properly within the 12 month warranty period, consumers can return the iron to the salon where it was purchased (**terms and conditions may vary depending on salon/authorized retailer's individual exchange or return policy**), and stylists can return it to their distributor, making sure to bring the original proof of purchase. Otherwise, you may send your appliance, postage paid, along with completed Warranty/Repair Request, your proof of purchase and money order or credit card information for \$14.00 (USD) payable to Paul Mitchell® Pro Tools™ Warranty Center to cover repair, shipping, handling and insurance back to you. However, if the defective appliance is being returned from Alaska, Hawaii, Puerto Rico or Canada, make sure to call our Help Line at 1-888-522-8622 before sending anything. Sorry, checks are not accepted.

### 2. WITH PROOF OF PURCHASE AND AFTER 12 MONTHS

If your Paul Mitchell® Pro Tools™ appliance fails after the 12 month warranty period, you still can have your appliance repaired. From the Continental U.S., send the appliance, postage paid, along with the completed Warranty/Repair Request, your proof of purchase and money order or credit card information for \$35.00 (USD) payable to Paul Mitchell® Pro Tools™ Warranty Center to cover repair, shipping, handling and insurance back to you. However, if the defective appliance is being returned from Alaska, Hawaii, Puerto Rico or Canada, make sure to call our Help Line at 1-888-522-8622 before sending anything. Sorry, checks are not accepted.

ANY IMPLIED WARRANTIES, OBLIGATIONS, OR LIABILITIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE 12 MONTH DURATION OF THIS WRITTEN LIMITED WARRANTY.

IN NO EVENT SHALL JOHN PAUL MITCHELL SYSTEMS® BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, WHATSOEVER.

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state both in the U.S.A. and Canada.

**Guaranteed only when sold by a professional hairdresser, otherwise it may be counterfeit, black market, old or tampered with.**

**NOT** guaranteed when sold by a drugstore, supermarket or other unauthorized source.

**PAUL MITCHELL** protools®

PAUL MITCHELL protools

express ion style®

## WARRANTY/REPAIR REQUEST FORM

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**MAIL ALL RETURNS TO:**  
Paul Mitchell® Pro Tools™ Warranty Center  
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We are sorry that you are experiencing a problem with your Paul Mitchell® Pro Tools™ appliance. In order to process your request for warranty exchange or repair as quickly as possible, please fill out the following information and mail it with your appliance to the PAUL MITCHELL® PRO TOOLS™ WARRANTY CENTER, along with original proof of purchase, money order, or completed credit card payment information below. No checks accepted. Please allow 6 – 8 weeks for your appliance to be returned.

### PLEASE READ ENTIRE GUIDE BEFORE SENDING APPLIANCE

### Customer Information:

(Where you want your repaired appliance returned to)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

PLACE OF PURCHASE: \_\_\_\_\_

PROOF OF PURCHASE ENCLOSED:  YES  NO

PRODUCT CONTROL NUMBER:  
(11 digit code beginning with "EU" found on the cord)

Please describe the problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Payment Information:

(Sorry, checks are not accepted)

**ORDERS WILL NOT BE PROCESSED WITHOUT PAYMENT**

**MONEY ORDER IS ENCLOSED.**

**CHARGE** my order to my credit card:

(check one)  MasterCard  Visa  AMEX  Discover

Card Number \_\_\_\_\_ Expiration Date: \_\_\_\_ / \_\_\_\_ (Month/ Year)

Card Holder Name \_\_\_\_\_

Card Holder Signature \_\_\_\_\_ Card Holder ZIP CODE \_\_\_\_\_

www.paulmitchell.com