

Terms and Conditions - Clarisonic

1. Defintions

In these terms and conditions the following shall mean:

- 1.1 **“Clarisonic”** means L'Oreal South Africa (Pty) Ltd;
- 1.2 **“Normal use”** means ordinary consumer use under normal home conditions and used in accordance with the instruction manual included with the Product. It does not include use of the Product with a voltage converter, negligent use or misuse;
- 1.3 **“Product”** means Clarisonic Mia 1, Mia 2, Aria, PEDI, Smart Profile, Alpha Fit, or Mia Fit; and
- 1.4 **“Warranty Period”** means 2 years from the date of purchase of the Product;

2. The 30 day Feel and See Money Guarantee

- 2.1 Clarisonic offers a 30 day money back guarantee for any Product purchased by the consumer within the Republic of South Africa;
 - 2.2 Consumers may only claim their refund if they meet the following requirements:
 - 2.2.1 They have purchased a Product at selected retailers in South Africa;
 - 2.2.2 They have retained their original till slip as proof of their purchase;
 - 2.2.3 The Product has been used in accordance with Normal Use for a minimum period of 1 (one) week; and
 - 2.2.4 The time period for the consumer to claim must be within 30 days from date of purchase; and
 - 2.2.5 The Product must be returned in its original packaging with all the components;
- If the consumer is not satisfied with the Product or has not seen any improvements in their skin after Normal use, the consumer will be entitled to a full monetary refund.
- 2.3 The consumer must claim the full monetary refund from the retailer where the Product was originally purchased within the 30 days from date of purchase.
 - 2.4 The full monetary refund shall not apply to Products purchased in the travel retail channel or countries outside of the Republic of South Africa.
 - 2.5 For any queries on the Feel and See Money Back Guarantee claim contact our Customer Services Department on **(00 27) 086 100 1085**.

3. Warranty

3.1 Warranty terms

- 3.1.1 Clarisonic offers a product warranty for the duration of the Warranty Period.
- 3.1.2 Clarisonic warrants the Product against defects in materials and workmanship arising from Normal Use of the Product; and
- 3.1.3 If there is a defect in the Product which is covered by this warranty, Clarisonic agrees to exchange the Product with a new equivalent Product. Clarisonic's sole obligation under this Warranty is limited to such replacement.

3.2 Warranty coverage

Consumers may only claim the product warranty if they meet the following requirements:

- 3.2.1 They have purchased the Product at selected retailers in South Africa or from an authorized distributor within South Africa;
- 3.2.2 They have retained their original till slip as proof of purchase;
- 3.2.3 The Product is defective;
- 3.2.4 The person requesting the claim is the end user of the Product; and
- 3.2.5 The claim is made within the Warranty Period

3.3 How to get Warranty Service

Subject to the limitations listed in clause 3.4 below, the consumer may obtain service under this Warranty by contacting our Customer services by telephone **(00 27) 086 100 1085**.

3.4 Limitations

This Warranty does not apply where:

- 3.4.1 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; and
- 3.4.2 the Product is purchased in the travel retail channel or countries outside of the Republic of South Africa.

4. Exclusions

Clarisonic is not responsible for any indirect, incidental or consequential damages arising out of the use of the Product, whether arising from an electrical issue or otherwise.

5. Validity

This Warranty is valid only in respect of purchases made with authorized distributors and all disputes arising from the purchase of the Product or the interpretation of this Warranty shall be governed by the law of the Republic of South Africa.