**OVID Hair Straighteners & Curling Irons Limited Warranty**

Thank you for choosing OVID, where we are dedicated to delivering the highest quality and most innovative hair tools to enhance your styling experience. We stand behind the quality and craftsmanship of our products and are pleased to offer a one-year limited warranty for our OVID hair straighteners and curling irons. Please review the following terms and conditions of our limited warranty policy:

**Warranty Coverage**

OVID hair straighteners and curling irons are covered by a one-year limited warranty from the date of purchase. This warranty applies to both the original purchaser and end consumers who purchase the tools from OVID Professionals (licensed hair designers) and OVID Partners (licensed salons) only and is non-transferable.

This limited warranty covers any defects in materials or workmanship under normal use and service. If your OVID hair straightener or curling iron fails due to a manufacturing defect, we will repair or replace the product at no charge. YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AS PROVIDED HEREIN.

**What is Not Covered**

This warranty does not cover:

● Damage caused by misuse, abuse, or accidents.

● Defects or failures resulting from improper cleaning or maintenance.

● Damage caused by exposure to excessive heat or chemicals.

● Normal wear and tear, including coating wear or handle degradation.

● Damage due to improper handling or storage.

● Damage caused by using the tool on hair extensions or wigs that require a different heat

setting.

**Warranty Void**

The warranty will be void if:

● The product has been disassembled or altered.

● The tool has been used with incompatible voltage.

● The product is not used according to the instructions provided, including recommended

temperature settings for different hair types.

**How to Make a Warranty Claim**

 For Clients:

● Return to Original Seller: If you are a client who purchased an OVID hair straightener or curling iron from an OVID Professional or Partner salon, please return the product to the OVID Professional or Partner salon from whom you purchased it.

● Proof of Purchase: Ensure you have your original receipt or proof of purchase available.

● Description of Issue: Provide a detailed description of the issue you are experiencing

with the tool.

For OVID Professionals and Partners:

● Contact OVID: If a client returns an OVID hair straightener or curling iron to you with a warranty claim, please contact us at returns@ovid.hair.

● Submission Requirements: Include the proof of purchase, a detailed description of the issue, and a short video or photos demonstrating the failure of the tool.

● Handling the Claim: Our team will review the information and coordinate the repair or replacement of the product.

**Additional Information**

● The limited warranty does not extend to any OVID products purchased from unauthorized sellers.

● Repair or replacement of the hair straightener or curling iron does not extend or restart the original limited warranty period.

● OVID reserves the right to inspect the product to determine the validity of the limited warranty claim.

**Maintenance Tips for Longevity**

To ensure the longevity and optimal performance of your OVID hair straightener or curling iron, please follow these maintenance tips:

● Regular Cleaning: Clean the plates or barrels regularly to remove product build-up.

● Avoid Excessive Heat: Do not use the tool at maximum temperature for extended

periods.

● Proper Storage: Store the tool in a dry, cool place and avoid wrapping the cord around

the tool.

● Use Correct Voltage: Ensure you are using the tool with the appropriate voltage to avoid

damage.

**DISCLAIMER OF IMPLIED WARRANTIES**

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE ARE EXCLUDED.

**LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES**

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR OR REPLACEMENT AS PROVIDED HEREIN. OVID SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUNETIAL DAMAGES.

For any further questions or assistance regarding your OVID hair straightener or curling iron warranty, please contact our customer service team at returns@ovid.hair.

Our commitment to quality and customer satisfaction is unwavering. With proper use and care, your OVID hair straightener or curling iron is designed to provide exceptional performance and durability. We are here to support you and ensure your styling tools remain in excellent working condition.

Thank you for being a valued member of the OVID community.