## **OVID Hair Brushes – Lifetime Limited Warranty**

### **1. Introduction & Coverage**

At OVID, we are committed to supporting salon owners and hairstylists by providing premium, cutting-edge hair tools. In line with that dedication, we offer a **Lifetime Limited Warranty** on our hair brushes for the original purchaser. Since most thermal round brushes generally function optimally for about two years, OVID defines this “lifetime” as **three (3) years from the date of purchase**—exceeding common industry standards. This warranty covers defects in materials or workmanship that occur under normal, professional salon use. Should a covered defect arise within this three-year window, OVID will replace your brush with a new one at our discretion. This warranty applies only to brushes purchased from authorized OVID Professionals and Partners and is non-transferable.

### **2. What Is Covered**

Our Lifetime Limited Warranty aims to address:

1. **Manufacturing Defects**: Issues in production, such as bristles detaching prematurely or compromised handles, that affect the brush’s functionality.
2. **Materials Failures**: Early deterioration of components under typical salon conditions, clearly traceable to flaws in the brush itself.

By offering coverage for these scenarios, we underscore our confidence in delivering professional-grade tools. Any **replacement** issued does **not** reset or extend the original three-year coverage period.

### **3. Exclusions & Conditions**

While we strive for exceptional product quality, certain circumstances fall outside the scope of this warranty:

1. **Normal Wear and Tear**
	* Expected bristle wear, minor scuffs, or gradual handle fading that naturally arise over time.
2. **Misuse or Abuse**
	* Excessive heat beyond recommended salon standards, chemical exposure not intended for hair tools, or any obvious mishandling.
3. **Physical Trauma**
	* Breakage or distortion resulting from drops, collisions, or impacts not related to a manufacturing defect.
4. **Altered or Disassembled Products**
	* Brushes that have been modified, tampered with, or otherwise altered in ways not approved by OVID.
5. **Unauthorized Purchases**
	* Brushes purchased from non-OVID-affiliated sellers or any unauthorized retail channels.

If a claim indicates abuse or uses outside normal salon practices, OVID reserves the right to deny coverage. Additionally, if a brush qualifies for replacement, **no new “lifetime” coverage** begins with the replacement brush. The initial three-year term remains in effect.

### **4. How to File a Warranty Claim**

To keep things simple, OVID retains its established remedies and dispute-resolution process:

1. **Clients – Return to Original Seller**
	* If you purchased your OVID brush from an OVID Professional or Partner salon, return the brush, alongside proof of purchase, to that same location. Share a clear explanation of the defect, so the stylist or salon can initiate your claim.
2. **Professionals & Partners – Contact Us**
	* If a client returns a brush under warranty, email us at **returns@ovid.hair** with the proof of purchase, a concise description of the defect, and any supporting photos or a short video.
3. **Evaluation & Replacement**
	* Once our team reviews the submission and confirms that the defect is covered, we will replace the brush with a new one. The usual processing time ranges from two to four weeks, though it can vary based on shipping and inventory availability.

Please retain the potentially defective brush until we finalize the process, as disposing of it prematurely may result in a denied claim.

### **5. Disclaimers & Legal Terms**

OVID disclaims any implied warranties—such as merchantability or fitness for a particular purpose—to the fullest extent permissible under applicable law. The **sole and exclusive remedy** for any valid warranty claim is replacement of your OVID brush, with no liability for incidental or consequential damages. Any conflicting terms within this warranty will be interpreted or modified to comply with Michigan law, and all other terms remain in full force. Coverage under this Lifetime Limited Warranty applies only within the original three-year period for the first purchaser and cannot be transferred.

### **Maintaining Your OVID Brush**

A few simple care practices will help you get the most out of your OVID brush:

1. **Regular Cleaning**
	* Clear out hair and residue after each use to keep bristles performing properly.
2. **Moderated Heat**
	* Follow recommended temperatures for blow-drying or heat styling to avoid damaging the brush.
3. **Proper Storage**
	* Store in a cool, dry area away from direct heat or sunlight.

Implementing these simple steps can extend the operational life of your brush and make the most of OVID’s quality design.