

# RELIABLE CORPORATION 3-YEAR PRODUCT WARRANTY POLICY FOR THE VIVIO GARMENT STEAMER (MODEL 500GC + 550GC)



Reliable Corporation (“Reliable”) warrants to the original purchaser of the garment steamer noted above from Reliable (the “Vivio”) that for a period of three (3) years from the date of purchase it will be free from defects in materials and workmanship when utilized for normal household use by the original purchaser only.

Subject to the conditions and limitations set forth herein, Reliable will either repair or replace any part of a Vivio that proves defective by reason of improper workmanship or materials. If the defective Vivio is no longer available and cannot be repaired effectively or replaced with an identical model, Reliable shall replace the defective machine with a current Reliable machine of equal or greater value. Replacement products will be provided by Reliable on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Reliable is unable to replace a Vivio, it will refund the current value of that Reliable machine at the time the warranty claim is made.

This limited warranty does not cover any damage to the Vivio that results from improper installation, accident, abuse, misuse, unreasonable use, natural disaster, abnormal mechanical or environmental conditions or any unauthorized disassembly, repair or modification. This limited warranty does not extend to any indirect, consequential or incidental damages that may be suffered by a user from the use of the Reliable Vivio, including without limitation, any liability for third party claims for damage, and is limited to the amount paid by the original purchaser for the Vivio with respect to which this limited warranty protection applies. This limited warranty does not apply with respect to products that have been altered or for products not purchased directly from Reliable or a dealer authorized by Reliable to sell the Reliable Vivio.

This limited warranty is the only warranty that applies to the Reliable Vivio garment steamer, supersedes any and all terms that may be contained in any other document or purchase order and may not be altered or amended except expressly in writing by Reliable.

To obtain a repair or replacement under the terms of this warranty, please contact our customer service group at 1 800 268 1649 or at support@reliablecorporation.com. You will be required to submit an original receipt via fax or e-mail. The receipt must reflect that you are the original purchaser, the product was bought directly from Reliable or from an authorized Reliable dealer and that the warranty claim is being made in compliance with the terms set out in this document or any subsequent document issued by Reliable in connection with this policy. You will be issued a return authorization number (RA#) and asked to ship the defective product together with proof of purchase and RA#, prepaid insured to the following address: Reliable Corporation, 5–100 Wingold Ave, Toronto, ON M6B 4K7.

Freight collect shipments will be refused. The risk of loss or damage in transit will be borne by the customer. Once Reliable receives the defective product, it will initiate the repair or replacement process.

If you have any questions regarding this warranty, you may write to:

Reliable Corporation  
100 Wingold Avenue, Unit 5  
Toronto, Ontario  
Canada M6B 4K7  
www.reliablecorporation.com

