

Lifetime Warranty for the Brush Body by JEAN by Olivia Garden

Thank you for choosing JEAN by Olivia Garden for your brush needs! We proudly stand behind the quality of our products and are pleased to offer a Lifetime Warranty for the body of your brush, which complements the statutory 2-year guarantee required by EU law, for all our products.

General:

This Limited Warranty Statement determines the conditions, requirements, and proceedings between the Buyer and the Seller (Olivia Garden S.A.). It has been prepared in conformity with the General Terms and Conditions of Sales – Olivia Garden Europe, which can be accessed online at <https://og.oliviagarden.eu/3SvqKAN>

Warranty Coverage:

Our Lifetime Warranty extends to the brush body, covering any defects in materials and workmanship for the expected lifespan of the brush under normal use conditions.

What's Covered:

Should the brush body show defects due to faulty materials or workmanship, we will replace it with a new one at no cost to you.

What's Not Covered:

The warranty does not cover damages resulting from misuse, abuse, accidents, neglect, improper maintenance, alterations, or the normal and expected wear and tear over time.

Start date:

These warranty conditions shall take effect from May 2024.

How to Make a Claim:

If you encounter any issues with the brush body that are covered under this warranty, please reach out to our Customer Service team via our website at <https://www.oliviagarden.eu/en/hairedresser-consumer/>. Be ready to provide your proof of purchase and a detailed description of the issue, accompanied by pictures.

Our Commitment to You:

At JEAN by Olivia Garden, delivering high-quality products and exceptional customer service is our utmost priority. We are dedicated to ensuring that your experience with our products is nothing but satisfactory.

Questions or Concerns?

Should you have any inquiries about our Lifetime Warranty or if you need assistance with a claim, please do not hesitate to contact us. Our Customer Service team is eager to assist you.

