

Hiroki Warranty

LIFETIME GUARANTEE

All Hiroki Scissors come with a life time guarantee on parts, materials and craftsmanship. **(excluding damage caused by normal wear and tear)**. The Hiroki lifetime guarantee does not include lifetime sharpening. All Hiroki Scissors are warranted to be free of material and workmanship defects. The warranty lasts for the lifetime of the product; and ***it is still valid when transferred to another party. Whoever has the product holds the warranty.*** (Customer is responsible for all shipping cost; domestic and international.

In the event that you have a problem with your Hiroki product due to a defect in materials or poor workmanship, we will attempt to remedy the problem in accordance with our warranty policy in a timely manner.

SCISSOR REPLACEMENT: Our warranty provides a one-time replacement.

Please note that your replacement product is not covered by the warranty.

ACCIDENTAL DROP WARRANTY

Hiroki Scissors have an accidental drop warranty. This means that if the scissor is dropped, we will repair the damage if possible. If the scissor is damaged beyond repair, we will replace it with the same model or a comparable one of the equivalent value. **(Customer is responsible for all shipping cost; domestic and international.**

SCISSOR REPLACEMENT: Our warranty provides a one-time replacement.

Please note that your replacement scissor is not covered by the warranty.

All Hiroki scissors are subject to quality control checks prior to sale and dispatch. Failures due to misuse, abuse or normal wear and tear, (such as sharpening), are therefore not covered by Hiroki warranty.

No other express warranty applies, all Hiroki warranties are the sole and exclusive warranty for Hiroki scissors therefore no employee, agent, dealer, or other person is authorized to alter this warranty or make any other warranty on behalf of Hiroki scissors incorporation.

NORMAL WEAR AND TEAR:

Hiroki products may experience normal wear and tear and require regular service to maintain their performance in addition to daily maintenance and care by the user. While normal wear & tear is not considered a "defect" and ***is not covered by the Lifetime Warranty***. It is our goal to assist in returning your scissor back to its original condition as soon as possible.

All too often the main cause of a scissors inability to perform is due to user error. Having the scissor incorrectly tensioned can cause the scissor to fold the hair or slip in use. Our dedicated customer care team can provide support regarding the tension and maintenance of your scissor in such instances and provide an advice sheet for future care. You can call us on (650) 430 0101.

DEFECTS IN MATERIALS OR WORKMANSHIP:

It is our experience that a product that would potentially fail prematurely due to a manufacturing defect in materials or workmanship, will be identified at the point of our quality control checks. When products are returned to us, they are subject to a technical inspection and should be found to still be in like new condition and show very little signs of use. It is uncommon for a product that was manufactured

with a defect, to survive under normal use for any extended period of time. Products that are returned for warranty inspection after months or years of continuous reliable service are rarely found to be defective and are commonly in need of a routine service to maintain the blade edges. The most common demand for service is the result of normal wear and tear issues, which are not considered to be a defect in materials or workmanship.

DISCLAIMER:

Hiroki warranty is void on products that have been modified in any way. Any product we determine to be defective will be repaired or replaced solely at our discretion. To receive any warranty repair or replacement, the owner must send the product to be evaluated by Hiroki Warranty Services in our Phoenix, Arizona headquarters. In addition to the provisions of this warranty, the owner may also have other rights that can vary by state. No other warranties are implied or expressed other than what is specifically stated here. Hiroki Scissors Incorporation reserves the right to determine what constitutes normal wear, improper use/maintenance, abuse and modification.