NEURO®
INTELLIGENT STYLING

WARRANTY REQUEST FORM

For any warranty questions, please call 1-888-522-8622 or email us at pmprotools@paulmitchell.com.

We are sorry that you are experiencing a problem with your Neuro® appliance. In order to process your request for warranty exchange as quickly as possible, please fill out the following information and mail to us with your appliance, along with the original proof of purchase and a money order or completed credit card payment information (below). No checks accepted. Please contact us for shipping address. Please allow 6–8 weeks for your appliance to be returned.

PLEASE READ ENTIRE GUIDE BEFORE SENDING APPLIANCE

Customer Information:

(Where you want your appliance shipped to)

NAME: _____

ADDRESS: _____

CITY: _____ **STATE:** ____ **ZIP CODE:** _____

PHONE: _____

E-MAIL: _____

PLACE OF PURCHASE: _____

PROOF OF PURCHASE ENCLOSED: ☐ **YES** ☐ **NO**

Please describe the problem: _____

Payment Information:

(Sorry, checks are not accepted)

ORDERS WILL NOT BE PROCESSED WITHOUT PAYMENT

☐ **MONEY ORDER IS ENCLOSED.**

☐ **CHARGE** my order to my credit card:

(check one) ☐ MasterCard ☐ Visa ☐ AMEX

X X X X X X X X X X X X X X X X

Card Number Expiration Date: XX / XX (Month/ Year)

XXX **WE WILL CALL OR SEND A PAYMENT LINK** XXX

Card Holder Name

Card Holder Signature Card Holder ZIP CODE

PRODUCT INFORMATION

Customer Name:

Product:

Serial Number:

Date Purchased:

RMA #:

WITH PROOF OF PURCHASE AND WITHIN 12 MONTHS OR 24 MONTHS IF TOOL IS REGISTERED

Exchange of defective appliance is at John Paul Mitchell Systems' discretion. If your Neuro® appliance fails to operate properly within the first 12 months of purchase, or within 24 months of purchase when registered, consumers can return the appliance to the salon where it was purchased (terms and conditions may vary depending on salon/authorized retailer's individual exchange or return policy) and stylists can return it to their distributor, making sure to bring the original proof of purchase. Otherwise, you may send us your appliance, postage paid, along with completed Warranty Request, your proof of purchase, and a money order or credit card information for $14.00 (USD) payable to Paul Mitchell® Pro Tools™ Warranty Center to cover shipping, handling and insurance back to you. Repair or servicing of defective appliances is not offered. Warranty replacement of Limited Edition appliances is subject to availability; appliances may be replaced with a similar or equal product.