

Domestic Hyperice Warranty Information (USA)

Your Hyperice / Normatec product comes with a one-year warranty for any manufacturing defects. If your product fails within one year from the date of purchase due to a defect in material or workmanship, we will repair or replace the product free of charge after our expert technicians inspect the device! We will also cover the shipping costs if you need to send your device back to us for repair.

Normatec Specific: Your Normatec control unit and accessories include a warranty against manufacturing defects in material and workmanship for a period of one year from the date of purchase. In the event of any such defect occurring during the warranty period, Hyperice will, at its option, (a) correct the defect by repair or by replacement of the applicable part or component that fails as a result of such defect, without charge for parts and labor; or (b) replace the control unit with one of the same or then current design.

This warranty excludes:

- Normal wear and tear or cosmetic damage
- Products/accessories are not used in accordance with the user manual
- Products are misused or modified in any way
- Products repaired by the user or anyone other than an authorized service representative of Hyperice/Normatec
- Products that are dropped or damaged due to user error
- Use of unauthorized non-Hyperice Charger
- Damage caused by accident, abuse, mishandling, or transport
- Damage exceeding the cost of the product
- Failure to provide the dated proof of purchase and serial number on your device
- Units not used in accordance with Hyperice care instructions
- Deterioration of the delivered product resulting from abnormal storage and/or safeguarding conditions on the client's premises
- Products purchased from an unauthorized retailer.

- Units taken out of the US