

# 5 YEAR VIP Service Guarantee

The 5 Year VIP Limited Warranty applies to eligible\* purchases made directly from SharkNinja Operating LLC. Warranty coverage applies to the original owner and to the original product only and is not transferable.



SharkNinja Operating LLC warrants that the unit shall be free from defects in material and workmanship from the date of purchase when the appliance system is used for residential consumer purposes and maintained according to the requirements outlined in the Instruction manuals.

## What is covered in my warranty?

The original unit and/or non-wearable components deemed defective will be repaired or replaced for up to 5 years from the original purchase date as long as you own the original unit.

In rare instances, a replacement unit may be issued to honor our warranty conditions. In the event that a replacement unit is issued, the warranty coverage ends two years following shipment of the replacement unit. Additionally, if the unit requires replacement, SharkNinja reserves the right to replace the unit with one of equal or greater value.

Return Freight and re-shipment costs (Ground freight only) are shipped prepaid by SharkNinja Operating LLC for warranty claims that meet the eligibility requirements.

## What is not covered?

Normal wear and tear of wearable parts such as Foam filters, Hepa Filters, Pads etc., which require regular maintenance and/or replacement in order to assure the proper functioning of your unit. As such, they are not subject to 5 year VIP warranty coverage and are available for purchase at [www.sharkclean.com](http://www.sharkclean.com).

Any unit that has been tampered with or used for commercial purposes.

Damage caused by misuse, abuse, negligent handling or mishandling in transit.

Consequential and incidental damages.

## Activating your Warranty:

Good news! By placing your eligible order direct with Shark, your appliance was automatically registered with us and the warranty activated.

## Problems with your Unit/How to Get Service

If your appliance fails to operate properly while in use under normal household conditions within the warranty period, visit [www.sharkclean.com](http://www.sharkclean.com) for product care/maintenance self-help. Our customer care and product specialists are also available at 1-800-798-7398 to assist with product support and warranty service options. Please note, you must call 1-800-798-7398 (Shark) to initiate a warranty claim.

## How State Law Applies

The warranty gives you specific legal rights, and you also may have other rights which vary from state to state.

*\*Eligible purchases apply to specific limited TV offer and/or online configurations and subsequent order/shipment confirmations whereby the offer explicitly states the applicability of VIP Service guarantees.*