

Limited warranty

What is the period of coverage?

The limited warranty and any implied warranties, including implied warranties of merchantability and fitness for a particular purpose are valid for 12 months after the purchase date.

What is covered?

The warranty is only valid if the device was used according to its intended purpose and does not bear signs of damage detailed in the "What is not covered" section.

The warranty covers malfunctions that are caused by manufacturing defects (problems that were present at the time the device was sold).

Issue

You experience "unusual" issues while operating the device, e.g. smoke emission, strong smell, the device buzzes or clacks unusually loudly, shakes, shorts out, cannot be adjusted via the control button, or does not turn off after 15 minutes.

Is the warranty valid?

If you experience "unusual" issues while operating the device and the device does not bear traces of physical damage included in "What is not covered," the customer's device is covered by this warranty.

What is not covered?

The device is meant for personal use only. Any problem that is caused by overuse, abuse, misuse, or an act of God are not covered. Also, consequential and incidental damages are not recoverable under this warranty.

Issue

Signs of damage to the label indicate the device housing has been opened.

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Excessive contamination of the air mesh, dirt in the device indicate the device has been misused.

Contamination in the connecting tube indicates the device has been misused.

The control button on top of the device is broken. This malfunction indicates external impact. Turning on and operating the device is life-threatening!

Is the warranty valid?

Due to misuse of the device, the warranty is not valid.

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Due to misuse of the device, the warranty is not valid.

Due to abuse of the device, the warranty is not valid.

What will we do?

The manufacturer will repair or replace the malfunctioning device if the device was used according to its intended purpose and if the malfunction occurs due to manufacturing errors (problems that were present at the time the device was sold).

What do you have to do?

You must present a copy of your receipt/invoice or warranty certificate as proof of the date of sale.

How can you get service?

For the nearest service location, please send an email to customerservice@nosiboo.com or call us at 1-312-957-6046.

Send the malfunctioning device to the address we provide and we will take the necessary action to correct problems covered by this warranty.

Who pays what?

You send the malfunctioning device to the service address at your expense and we will send the repaired device or a replacement back to you at our expense.

If the malfunction is covered by this warranty, we will repair or replace the device (depending on the malfunction and at our own discretion) free of charge.

If the malfunction is not covered by this warranty, we will contact you after the inspection and inform you of the repair cost so that you can decide how we should proceed.

Inspection is free of charge.

How does state law apply?

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

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Some states do not allow the exclusion or limitation of special, incidental or consequential damages; therefore, the above limitation or exclusion may not apply to you.

Return policy

Nosiboo Pro Nasal Aspirator is a medical device. You may only return the device for a refund if the device is unused and undamaged and the protective foil on the Colibri head and on the device are intact.

If you have used the device or if the protective foils are not intact, please refer to the "Limited warranty" section above.