

Warranty

30 Day Money Back Guarantee

100% MONEY BACK GUARANTEE REQUIREMENTS

Warning: Your Warranty coverage may be void if you do not follow these instruction carefully. Please read before you return an item.

Remember, we have a 30 day return policy on the Bathing Beauty. If it does not meet your expectations, you can return it for a full refund less shipping and handling.

All return items must have a Return Materials Authorization/Tracking number clearly marked on the outside of the box or Hanvey bears no responsibility for the item being returned. All returns that come in without an RMA number will be put aside and not processed until the owner verbally contacts a Hanvey representative. All items that do not have an RMA and placed in storage are not covered under any insurances of any kind. Loss of items that do not have an RMA are the responsibility of the customer. Always insure RMA listed return items because our responsibility for the security of the items does not begin until we accept the package from the shipper. Never return by Postal Service without tracking number. UPS and FedEx are the best and ONLY accepted methods of return shipments due to tracking abilities.

The only acceptable address that you can use for a warranty or service return.

Hanvey Engineering & Design, LLC
4871 Hwy. 153
Easley SC 29642
866-281-9593

An appropriate return address will be given with the RMA number. We have three locations and only one can accept RMA packages. So make sure you get the correct address from the your Hanvey representative.

The Bathing Beauty has several none warranty situations. Breakage of the nozzle tip due to dropping is not covered. If nozzle tip breaks, it must first be inspected by our engineer to verify type of breakage. If a defect is found to have caused the breakage, it will be covered. The nozzle assembly is very expensive for you to replace so be careful with it. It is designed to handle normal dog bathing situations. The bathing hose (gray) and wiring conduit hose (black) is not covered for dog chews. The Super Hi-Flex Bather hose that is occasionally recommended for persons with wrist/hand problems is only covered for 30 days. This hose is designed to be highly flexible and the flexibility is gained by thinning the walls of the hose. Typical life for Super Hi-Flex hose is about 9-14 months. The standard Hi-Flex hose is covered for one year. Typical expected but not guaranteed life for Hi-Flex hose is for the life of the bather unit. Manual for more details on bather warranty.

Damage to the pump due to overheating is not covered under any warranty. The Bathing Beauty will overheat if it is left running for long period of time with no water running through the system. A single or in some cases repeated overheating will eventually cause the rotating propeller to lock down due to damage to the motors bottom bearing/seals. To help avoid this, do not place the air switch on the floor because it may accidentally be stepped on and turned on. The bather motor runs so quiet that you will not know it is on. Place the palm air switch on the wall, face of the tub or tub back splash to eliminate this possible problem.

VERY IMPORTANT! - The shipping and handling costs for ALL warranty replacement parts are the responsibility of the Buyer.

Paint finishes are not covered under any type of warranty, written or implied.

VERY IMPORTANT! All warranty items will be repaired or replace, at our discretion, with a new or reconditioned like item that is suitable for the service for which the original part was utilized.