

Japanese head spa portable sink warranty guide.

We are pleased to offer a standard 30-day warranty on our portable head spa, ensuring your satisfaction and peace of mind with your purchase. During this warranty period, you are entitled to specific remedies in case of any issues.

Upon arrival:

- 1) if you notice any cosmetic damage, you are eligible for a partial refund, with the amount adjusted based on the extent of the damage
- 2) If any component of the sink is not functioning as expected, please first refer to the setup guide videos, as minor faults can often easily occur following transportation. Should the problem persist, we kindly request that you provide a video demonstrating the issue. Once we've reviewed it, you will have three options available to resolve the problem, ensuring you can enjoy your product to its fullest potential.
 1. **Return for Refund or Replacement:** You may return the sink to us for a refund. Please note that refunds will be processed after we inspect the sink to confirm the fault. Alternatively, you can request a replacement sink, which may take up to two weeks to deliver.
 2. **Replacement Part and Self-Repair:** We can provide you with a replacement part and instructional videos to assist you in fixing the issue yourself. Should you choose to hire a specialist, please be aware that we cannot cover the costs associated with this service.
 3. **Return for Repair:** You can return the sink to us, and we will repair it for you. This process may take up to two weeks. Unfortunately, we do not offer a courtesy sink during this period and cannot compensate for any potential loss of earnings.

During the initial 30 days

Ensuring your sink remains in optimal condition requires careful adherence to our provided guidelines, which detail proper usage, cleaning procedures, and important dos and don'ts. Once you receive a fully operational sink, it is unlikely that you'll encounter issues if these instructions are followed. However, should a problem arise, we request that you provide a video to help diagnose the issue. If the fault is determined to be with the sink itself, the same options for resolution as previously outlined will apply. Conversely, if the issue stems from improper use or failure to follow our instructions, you will be responsible for the costs associated with replacing any necessary parts. You may choose to receive the parts and handle the repairs yourself or return the sink to us for repair, with shipping and part costs borne by you. Repairs by us could take up to two weeks to complete.

After 30-day period

If there are no issues within the first 30 days, this is classed as the item being sold and received in a working order. After the initial 30-day period, The 11 months of after-sale support offers a comprehensive range of services to ensure customer satisfaction and product longevity.

What does 11 months of after-sale support include:

- 1) Customer care support is available during opening hours to help you with any issues
- 2) You can purchase any parts needed from us
- 3) Video support on how to replace the parts and fix the issues
- 4) You can send or bring the sink back to us and we can fix this for you. Any cost incurred is payable by yourself
- 5) Express delivery if you need to purchase a replacement sink

The 11 months of after-sale support offers a comprehensive range of services to ensure customer satisfaction and product longevity. During this period, you will have access to customer care support during opening hours, allowing you to address any issues or inquiries that may arise. If you require replacement parts, they are available for purchase directly through us, ensuring compatibility and quality. Additionally, we provide video support to guide you through the process of replacing parts and resolving issues independently. Should the sink require professional attention, you have the option to send or bring it back to us for repairs, although any associated costs will be your responsibility. Finally, if a replacement sink is necessary, we offer express delivery to minimize any inconvenience. This robust support package is designed to provide peace of mind and maintain the functionality of your purchase.