

EnviroQuest Internationalwww.AlpineAirTechnologies.com

PH: (888) 812-5091 | 24/7 Support

Fax: (888) 308-4798

Warranty repair policy amendment

Dear customer,

Due to growing number of users sending us machines for repair that are found to be in GOOD working order, we are forced to implement the following amendment to our warranty repair policy, as a result of incurring unnecessary labor and shipping costs, etc.

On any and all air purifier(s) sent for repair under warranty and found by our technicians to be in good working order, the customer will be charged a flat fee of \$50 USD per unit for the cost of labor (includes QA testing), plus shipping to send the unit(s) back.

To continue selling products at LOW prices with 3-year parts and labor warranty included at no additional charge, we must implement this amendment to prevent abuse of our free warranty repair privilege. Thus, prior to sending your machine to our repair center, first please make sure you have done the following:

- Completed all applicable troubleshooting per our recommendation over the phone, email, and/or via the FAQ Technical Support section of our web site, and followed the instructions we have provided and tested your machine accordingly. Furthermore, for all Ozone related issues, first please make sure to review **FAQ #41** in the FAQ Technical Support section of our web site <http://www.alpineairtechnologies.com/faq>

If you have done the above and still believe your machine should be sent for repair, please fill out and sign the form below, and fax it back to us after which we will provide you with instructions via email to send your machine for repair. You can also scan and email this form to: support@alpineairtechnologies.com

BILL TO:

Name: _____

Last Name: _____

Address: _____

City: _____

State: _____

Zip Code: _____

PH# _____

Email: _____

CC# _____

CC Expiration Date: _____

Security Code: _____

SHIP TO:

Name _____

Last Name _____

Address: _____

City: _____

State: _____

Zip Code: _____

☐ Check here if same as BILL TO

I am providing my CC to EnviroQuest International only as security payment method and understand my CC will NOT be charged in the event my air purifier is found to be defective and qualifies for repair under warranty. However, if my air purifier is found to be in good working order, I do authorize EnviroQuest International to charge my CC a flat fee of **\$50 USD** for labor, plus the applicable shipping to be determined at that time, before the machine is shipped back to me. I agree to these charges and will not dispute them.

Signature: _____ Date: _____