

SENSAI BIOMIMESIS VEIL DIFFUSER Guarantee

Thank you for purchasing your SENSAI product. In the unlikely event that your product is defective you may claim service under this guarantee subject to the terms set out below.

This guarantee is provided by SENSAI COSMETICS INC. of 121 Avenue des Champs-Élysées, 75008 Paris ('we', 'us' and 'our'). Our website address is www.sensai-cosmetics.com.

Your guarantee

This guarantee covers the repair, replacement or a refund of your product (at our discretion) if it is found to be defective due to defects in materials, design or workmanship for a period of one year from the date of original purchase. It only applies to products purchased from an authorised retailer by consumers who do not use the product for purposes relating to their trade, business or profession. This guarantee will only be valid if the product is purchased and used exclusively in the United Kingdom.

This guarantee does not affect any rights you may have under consumer law. You have the right to choose whether to claim service under this guarantee or under your consumer law rights.

Exclusions and limitations

This guarantee does not cover the following:

- cosmetic damage to the product;
- the cap, potion cover, stand, nozzle stick, eye guard, battery cover or other accessories or attachments;
- use of the product outside the United Kingdom;
- normal wear and tear; or
- faults caused by:
 - misuse, negligent use or accident;
 - use that is not in accordance with the User's Manual, our instructions or technical and/or safety standards applicable in the United Kingdom;
 - external sources, such as dirt, fire or water;
 - failure to maintain the product in accordance with the User's Manual;
 - repair, attempted repair or alterations carried out by parties other than us or our authorised agents;or
 - the use of parts not provided or authorised by us.

Terms of the guarantee

- This guarantee is not transferrable.
- Services will only be provided under this guarantee if the original sales receipt (showing the date of purchase, name of the product and the retailer) is produced to us together with the guarantee contained in the User's Manual.
- To claim service under this guarantee, you must first make the product available to the authorised retailer you purchased it from or, at our direction, Kanebo Cosmetics Limited, the address of which is set out below.

- In the event that services are provided under this guarantee, the term of the guarantee will not be extended.
- We may, at our option, repair the product, replace it or provide a refund.
- If we provide a replacement part or product to you, any replacement becomes your property and the part or product provided to us by you becomes our property.
- You are responsible for the costs (including shipping) of making the product available to us or to the authorised retailer you purchased the product from.

Limitation of liability

Your sole remedy under this guarantee is the repair, replacement or a refund of the product. Save for any legal responsibility that we cannot be excluded in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we are not responsible for:

- damage or losses that (a) were not foreseeable to you and us when you purchased the product; or (b) were not caused by us;
- business losses; and
- losses to non-consumers.

General

In the unlikely event that you experience an issue with your product, please refer to the 'Trouble-Shooting' section of the User's Manual in the first instance. If you are still unable to resolve the issue, please contact the authorised retailer you purchased the product from or, if you are unable to do so, contact Kanebo Cosmetics (EUROPE) Ltd using the contact details below.

Contact details

If you have any questions about this guarantee or if you are unable to contact the authorised retailer you purchased the product from, please contact:

Kanebo Cosmetics (EUROPE) Ltd

Brandschenkestrasse 150, 8002 Zurich, Switzerland

E-mail

info@kanebo-cosmetics.com