

Claraderm Protection Plan

Terms & Conditions

1.

Standard Warranty

Every Claraderm Skin System includes a one (1) year limited manufacturer warranty ("Standard Warranty") from the date of purchase. The Standard Warranty covers defects in materials and workmanship under normal professional use at no additional cost to the original purchaser. If an internal component — such as the vacuum pump, fluid system, electronics, or touchscreen — fails because of a manufacturing defect during the first year, we cover the replacement or repair of the covered component. A \$250 service fee applies if the machine must be returned to our facility.

2.

Claraderm Protection Plan

The Claraderm Protection Plan ("Protection Plan") extends coverage to a total of **two (2) years** from the original date of purchase. The Protection Plan adds a second year of coverage under the same service structure. The \$250 service fee continues to apply during the second year if the unit must be returned for service. The Protection Plan is available for a one-time fee of **\$495** and must be purchased within thirty (30) days of the original system purchase.

3.

Who Is Covered

The Standard Warranty and Protection Plan apply exclusively to the original purchaser of the Claraderm Skin System. Coverage is **non-transferable**. If the system is sold, gifted, or otherwise transferred to a third party, all warranty and Protection Plan coverage is void.

4.

What Is Covered

The Standard Warranty and Protection Plan cover defects in materials and workmanship in the base unit under normal professional use, including internal component failure not caused by misuse, neglect, or failure to perform required maintenance. Coverage applies to the **base unit only**. Handpieces are covered if they have a clear manufacturing defect upon receipt. Normal wear, accidental damage, misuse, and consumable components such as tips and tubing are not covered.

5.

What Is Not Covered

Coverage does not apply to damage or failure resulting from:

- Ordinary wear and tear on consumable parts (tips, tubing, handpieces)
- Misuse, abuse, neglect, or accident
- Failure to perform required maintenance (see Section 8)
- Unauthorized modification, repair, or disassembly
- Use of unauthorized or counterfeit replacement parts
- Cosmetic damage that does not affect functionality
- Power surges, electrical irregularities, or environmental factors

6.

Service Fee

A **\$250 service fee** applies per authorized service incident under both the Standard Warranty and Protection Plan. This fee covers shipping in both directions, diagnosis, and labor involved in servicing the machine.

7.

Service Process

All service requests follow this process:

1. Remote Troubleshooting

Contact Claraderm support to begin a remote diagnostic. We will ask you to provide photos or video of the issue, and we will work with our engineering team to identify the likely cause. We may schedule a FaceTime call to investigate further. Many issues can be corrected remotely. No returns will be authorized without completing this step.

2. Parts Shipment (When Applicable)

When appropriate, smaller replacement components — such as a gasket, seal, or internal fitting — may be shipped to you at no charge rather than requiring the entire unit to be returned. This depends on the component involved and whether it can be replaced safely and properly outside our service facility.

3. Service Authorization

If Claraderm determines the system requires repair or replacement at our facility, a Return Authorization will be issued along with a prepaid shipping label.

4. Prepaid Shipping

Claraderm provides a prepaid shipping label — you are not responsible for shipping costs in either direction. However, you must retain the original box and custom inserts your machine shipped in, as these are required for safe transit. The system must be packaged securely using the original packaging.

5. Inspection & Service

Upon receipt, Claraderm will inspect the system and, at its sole discretion, repair or replace the unit.

6. Return Shipping

Claraderm ships the repaired or replacement unit back to the customer's address on file.

Our typical repair turnaround time is approximately **7–10 business days** after the unit arrives at our facility.

8.

Required Maintenance

The fluid lines are designed to be used with **distilled water only**. For best results, apply serums topically to the skin and work them in with the machine's water flow. Do not put unapproved serums directly in the water tanks — doing so may damage the machine.

After each treatment, **flush the fluid lines with distilled water**. This takes about a minute and clears any residue before it has a chance to build up. Clogged tubing caused by product buildup or lines that have not been flushed is considered a maintenance issue and is **not covered** under the Standard Warranty or Protection Plan. This is standard practice on all hydrofacial-style machines and is the number one preventable maintenance issue in the category.

9.

Approved Products & Serums

Claraderm is actively researching serums that are compatible with the machine's fluid system, but approved serums are **not currently available**. Until approved serums are offered, only distilled water should be used in the water tanks. When approved products become available, customers will be notified. Current product information is available at claradermskinsystem.com or by contacting Claraderm support.

10.

Replacement Limitations

- Claraderm reserves the right to **repair or replace** the system at its sole discretion.
- Replacement units include the **base unit only** — handpieces and consumable parts are not included.
- Coverage is limited to **one (1) replacement per coverage period**.
- Replacement units are covered for the remainder of the original coverage period, not a new coverage period.

11.

Limitations of Liability

Claraderm's total liability under the Standard Warranty and Protection Plan shall not exceed the original purchase price of the Claraderm Skin System. Claraderm is not liable for any indirect, incidental, or consequential damages, including but not limited to lost revenue, lost profits, or business interruption.

12.

How to Purchase the Protection Plan

The Claraderm Protection Plan may be purchased at the time of system purchase or within thirty (30) days thereafter. To purchase, contact Claraderm at sales@claradermskinsystem.com or call during business hours.

PLAN SUMMARY

1-YEAR STANDARD WARRANTY INCLUDED	CLARADERM PROTECTION PLAN — \$495 Extends Coverage to 2 Years
\$250 SERVICE FEE PER INCIDENT Covers Shipping, Diagnosis & Labor	PREPAID SHIPPING BOTH WAYS Keep Original Box for Safe Transit
REMOTE TROUBLESHOOTING FIRST Photos, Video & FaceTime Diagnostics	7–10 BUSINESS DAY TURNAROUND
NON-TRANSFERABLE — ORIGINAL PURCHASER ONLY	TEXAS-BASED SERVICE CENTER

Claraderm Skin System

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