



Technical Product Evaluation

Before returning any product. To ensure the fastest possible service for your customer, every product must be tested before shipment. Many reported issues can be resolved without returning the product.

Product name: _____

Product version number: _____ Date of purchase: _____

Description of issue:

The product must be tested before return shipment. Please describe the issue in detail after testing the product.

Include:

• When the issue occurs • How often it occurs • Visible damage or irregular behavior • Results of the performed test.
To ensure a proper internal evaluation from HH Simonsen please send photo. For intermittent, inconsistent or functional issues, a video is mandatory. A video allows our technicians to reproduce the issue and significantly reduces processing time. Claims submitted without sufficient documentation may require additional information before evaluation. Send all documentations to lager@hhsimonsen.dk with this document attached to the mail.

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|--|---|---|
| ☐ No heat function | ☐ Loose internal connection | ☐ Damaged power cord |
| ☐ Product will not power on | ☐ Electrical short / short circuit | ☐ Other observation |
| ☐ Temperature unstable | ☐ Unexpected shutdown | ☐ Burning smell |
| ☐ Mechanical damage | ☐ Noise | |

Incomplete claim reports may result in delayed processing.

Final claim approval is subject to inspection by the HH Simonsen technical service department.

Distributor / Company name: _____

Contact person: _____

E-mail address: _____

Phone number: _____ Date: _____

WARRANTY LIMITATIONS:

Warranty claims only apply to verified manufacturing or technical defects. The warranty does not cover: • Cosmetic wear, scratches, or discoloration from normal use • Damage to coated or ceramic surfaces • Damaged power cords caused by external force or misuse • Damage caused by impact, dropping, improper storage, or lack of maintenance • Product contamination caused by hair products, dirt, or insufficient cleaning • Products showing signs of misuse or unauthorized repair • Products outside the applicable warranty period. HH Simonsen reserves the right to reject claims where the reported issue cannot be verified. For more information about HH Simonsen's general warranty terms and conditions, please visit <https://hhsimonsen.com/en-gb/warranty>.

All products must be tested before return shipment. Claims submitted without verified defects may be rejected after inspection by the HH Simonsen technical service department.

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