ZENTIAL PURE

Warranty terms

If it stops working, we replace it.

One year on the instruments, on top of the 30-day money-back window. You do not send the dead one back.

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What is covered

• Manufacturing defects and failure in normal use, for twelve months from delivery.

• If any individual diode stops emitting light, the instrument is covered. One diode — not “half the panel”, not “materially degraded performance”.

• The controller, the charger and the cable. In this category these fail more often than the diodes do.

• We cover shipping in both directions.

What is not covered

• Accidental damage and water damage.

• The gels and pads — they are consumables.

• Commercial or clinic use.

• Wear that does not affect function.

Four steps. No inspection gate.

1. Send one photo

Email info@zentialpure.com with a photo of the instrument switched on in a dark room, and your order number. That is the whole diagnosis.

2. A human replies within one business day

A real person, not a form. If we miss that, it is our failure and not a reason to close your claim.

3. We ship a replacement

Dispatched within three business days of the decision. You keep the old unit — we do not ask you to return a device that does not work.

4. Or a refund, if you prefer

Processed within five business days. No restocking fee, no inspection, no questionnaire.

Your legal rights come first, and they are larger than this

This warranty is IN ADDITION to your statutory rights and does not limit them in any way. Consumers in the EU have a legal conformity right of at least two years. In the Netherlands there is no fixed cap at all — the wettelijke garantie runs for as long as the product can reasonably be expected to last, which may be considerably longer than one year. Nothing on this page shortens that, and if the law gives you more than we do, the law wins.

Keep this file. These are the terms as they stood on the date above; the page at zentialpure.com/warranty may be updated later, and this copy is yours.

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