

Queen Vacuum

and Sewing Machine Company, LLC
(formerly Graman's Vacuum)

156 Monmouth St., Red Bank * 732-747-5623 * www.queenvacuum.com

Warranty: What it is & What to Expect

1.) **Warranty is offered by a vacuum manufacturers to protect you against defects** in their parts or workmanship that affect the performance of your vacuum. Queen Vacuum is authorized by several manufacturers to perform repairs on vacuums under original manufacturer warranty. We do not participate with any third-party or "extended warranty" programs.

2.) **Your vacuum's warranty is valid only for a certain period of time**, starting from its date of purchase (typically, at least one year.) This coverage period is stated in your owner's manual. *Without proof from a purchase receipt, the vacuum's manufacture date will be used instead.*

3.) **Warranty Covers manufacturer defects only.**

4.) **Warranty does NOT cover:** Assembly; Demonstration; Mis-use; Abuse; Neglect of prescribed maintenance; Accidents; "Wear items" like bags, filters, belts, etc.; Normal wear and tear; Service work or regular maintenance like cleaning and un-clogging. *This is outlined in your owner's manual.*

5.) **Queen Vacuum makes the sole determination of the CAUSE of the symptoms your vacuum presents.** We perform a careful and thorough inspection, on-premises, following strict contractual procedures. Broken parts are confiscated and sent back immediately or saved for manufacturer audit.

6.) **We then file a Warranty Claim to the manufacturer**, presenting our expert conclusion, and a request for replacement parts. The claim is put into review. Upon approval, parts and reimbursement are shipped. **This process alone can take several weeks.**

7.) **Approved warranty repairs will be performed at no cost to you.** Problems caused by genuine defects are "coverable," and the manufacturer should reimburse our facility for our parts and labor expenses.

8.) **Cost of non-warranty repairs are the customer's responsibility.** If it looks like any portion of your repair will not be covered, *a technician will call first with an explanation of the repair and charges.* (Estimates are free.)

9.) **We work hard to maintain the best interests of both you, and the manufacturers we represent.** But understand that this multi-step process, involving several parties, takes some time - **so your patience is appreciated!**

PLEASE NOTE: All repairs are done on premises, and in the order they are received. We (Queen Vacuum) are not obligated to provide "loaners" or unit replacements. We stock as many common parts as possible - but are not obligated to stock all parts for all vacuum brands & models. We are not responsible for items delayed or unavailable from the manufacturer due to shipping or warehouse shortages. **All claims are processed as quickly as possible, but typical turnaround is 3 weeks.**