

WARRANTY SERVICES

Product: All warranty submission and collection for all Nu Skin Devices (Ageloc Boost, Ageloc Lumi Spa, Ageloc Lumi spa accent, Ageloc Galvanic Face Spa and Body spa, Ageloc Me, and Ecosphere Warter Purifier

Setp 1:

- Down load app "NSVN Warranty" to register and fill information which need warranty
- App show the the number of warranty code for customer to follow the status of warranty process

Step 2:

- Bring the device to company with invoice/warranty card to 1 of 2 locations as detail :
 - **Head office address: 2th Floor, Terra Royal Building, 280 Nam Ky Khoi Nghia, Ward 8, District 3, Ho Chi Minh City, Vietnam.**
 - **Hanoi branch address: 7th Floor, Hanoi Centerpoint – 27 Le Van Luong, Nhan Chinh Ward, Thanh Xuan District, Hanoi City, Vietnam.**

- If distributor send product to company by hand carry, you have send product, warranty card/invoice with specific information such as

- + Name of sendor, name of device
- + Request product for warranty/exchange/return

Step 3:

- Warranty Timeline: 7-10 working days

Or staff will contact to customer to inform the exact date which finish the warranty process (if any)

Step 4:

- Staff will contact to customer to reaffirm the information relating warranty product which will be exchange/return/...or refund

➔Notice:

- Send email to baohanh@nuskin.com with attached the fault device 's pics/video to get feedback sooner

WARRANTY POLICY

1. All devices have to distribute only from Nu Skin Viet Nam through Distributor/Brand Affiliate which is authorized by Nu Skin will be warranty if device was fault
2. Nu Skin Vietnam only accepts warranty products which distributed by Nu Skin Vietnam, does not accept product from other markets of Nu Skin

3. The warranty is not applicable if the error is not a technical fault due to the manufacturer but arises from the user, the product is out of warranty
4. Nu Skin does not accept maintenance and repair devices
5. Please contact Nu Skin Vietnam if have any question
Email : baohanh@nuskin.com