

# VT Series Vibration Plate Product Warranty Policy

## [Product Registration]

Product registration is recommended. Registration will make warranty process easy in case you lose the order information. It will also allow us to reach you for potential product recall, safety warning and upgrade.

Registration online is easy by click the Registration button on our website [www.VibrationTherapeutic.com](http://www.VibrationTherapeutic.com)

If you purchased the machine from shop.VibrationTherapeutic.com, your machine is automatically registered.

## [Regional Coverage]

The product warranty and free 30-day return or replacement policy cover orders from the 48 contiguous states of the United States. For order from Hawaii, Alaska or other regions, buyer will need to pay for the shipping cost related to the return, replacement and warranty services.

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## Ten-Year Product Warranty

Starting August 1, 2021, all VT vibration plates purchased in the US come with a 10 year product warranty, replacing the previous 2 year warranty.

We provide the product warranty against defects in material and workmanship. If your product is not functioning properly during the warranty period, please contact us for a repair.

If the product needs to be shipped back to our Minnesota facility for the repair or replacement, we will send you a prepaid shipping label. We will ship out the repaired or replacement product within 3 business days after receiving the returned product.

For easy repair, upon your approval, we can send you the needed part of component for you to perform the fix.

All shipping costs related to the warranty service will be on us.

To file a warranty claim, please email to [warranty@vibrationtherapeutic.com](mailto:warranty@vibrationtherapeutic.com) to initiate the claim process. Please provide the order information and the reason of claim. We will make the warranty process easy for you.

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For more details about our terms and conditions of sale, please visit [www.vibrationtherapeutic.com/terms/](http://www.vibrationtherapeutic.com/terms/)

