

Vibration Therapeutic Product Warranty & Return Policy

[Optional Product Registration]

Your machine comes with a two-year product warranty. Product registration is optional but recommended. Registration will make warranty service easy in case you lose your order information.

Registration online is easy at www.VibrationTherapeutic.com/support.

Your machine is automatically registered if you purchased it from shop.VibrationTherapeutic.com.

[Regional Coverage]

This 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.

Two-Year Product Warranty

We provide a two-year product warranty against defects in material and workmanship. If this machine is not functioning properly during the warranty period, please contact us for a repair. If it 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 machine within 3 business days after receiving the returned machine. We will pay all shipping costs.

To file a warranty claim, please email to 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.

Free 30-Day Return or Replacement

Within 30 days after receiving the machine, you can return the product to our Minnesota warehouse for a full purchasing price refund. The product should be returned as new or like-new, and in the original undamaged packaging. We will pay all shipping cost.

To initiate a return, please email to sc@VibrationTherapeutic.com. We will send you an RMA and a prepaid return shipping label. You will receive full purchasing credit within 3 business days after returned product received in our warehouse. If packaging is damaged or any accessory missing, we may charge a restocking fee up to 20% of the purchase price.

For more details about our terms and conditions of sale, please visit www.vibrationtherapeutic.com/terms.

