

Warranty Information

Warranty Rules and Guidelines:

- A two year Manufacturer's Warranty is available for the MobileBronzer® and Mini Bronzer spray guns.
- A one-year Manufacturer's Warranty is available for refurbished MobileBronzer and Mini Bronzer spray guns.
- Warranty does not cover:
 - Damage due to misuse, improper maintenance such as cleaning the spray gun with a liquid other than water, not properly rinsing the spray gun.
 - A spray gun that has been unassembled or is returned with missing or damaged parts.
- To qualify for the two year Manufacturer's Warranty, customer must sign and return warranty to New Sunshine within 30 days of purchase. Instructions for returning warranty are stated on warranty. Warranty is included on DVD with purchase of MobileBronzer® and Mini Bronzer or at www.californiatan.com.
 - For existing customers, proof of purchase date from distributor will act in place as warranty.
- A new spray gun qualifies for a two-year warranty from the purchase date. A refurbished spray gun qualifies for a one-year warranty from the purchase date. When the spray gun is replaced customer will receive a refurbished gun. The refurbished gun receives a one-year extended warranty.
- If the spray gun is returned for warranty replacement and is broken due to user error, returned with damaged or missing parts, customer will be charged for a refurbished spray gun.
- If customer experiences any issues with a spray gun, we ask that it be reported right away so the issue can be addressed and prevent any other damage.

Replacing Spray Guns:

- Customer will provide credit card information before receiving replacement.
- Customer will sign warranty before the replacing process begins, if they haven't yet.
- Return labels will be sent by a New Sunshine representative by email or mail.
- New Sunshine will send out a refurbished spray gun while problem spray gun is being investigated.
- Spray guns must be returned within thirty days of receiving their replacement spray gun. If not, customer will be charged for refurbished spray gun and return label and the case will be dropped.
- If customer is experiencing trouble with returning their spray gun, they are to contact representative for assistance as soon as possible.
- Returning spray guns are to be packaged in the same box as the replacement spray gun, or one similar, to insure a safe return. Lack of proper packing will result in damage during shipping.
- If the spray gun arrives with damage due to improper packaging for shipment, customer will be charged for refurbished spray gun.
- If the spray gun arrives and is covered by warranty. Customer will keep the refurbished spray gun at no charge.
- If the spray gun arrives and is not covered by the warranty, then a representative will call customer for payment. The charge will include return fees, shipping fees and the replacement gun sent out.

Questions?

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