



SMART RELIEF WARRANTY INFORMATION

HOW YOU'RE COVERED

All Smart Relief TENS devices include a free 2-year manufacturers warranty that is designed to protect you from any defects or premature failures. All new devices must be registered with Smart Relief within 30 days of purchase for the warranty to be active and any claims to be processed. You can register your device one of two ways:

- Call our customer service center: 1-888-315-2735
- Register online: <https://www.smartreliefmassage.com/warranty-registration>

Once your device is registered and the warranty is active, make sure you keep a record of the device serial number, original proof of purchase (online receipt, invoice, etc.), and your warranty number.

WHAT YOU CAN DO

If your device is having issues or you have questions regarding its features, please reach out to our customer service department at 1-888-315-2735 or support@smartreliefmassage.com. We will attempt to fix your issue as best as possible.

If the issues you're experiencing cannot be solved with phone or email support and need to file a warranty claim, please contact Smart Relief at 1-888-315-2735 or support@smartreliefmassage.com to attain an RMA number for your service ticket. Any devices sent to our facility without an RMA number will be rejected by our Warranty Department. Any costs associated with claims made within 30 days of purchasing the product will be covered by Smart Relief. Costs associated with claims made after 30 days of purchase will be the responsibility of the customer. Smart Relief charges a flat rate of \$12.99 per claim to diagnose, repair/replace, and ship the item back to you. You can send a check or we can charge your credit card.

When shipping your device to Smart Relief, we recommend that you properly pack the device to ensure little movement in transit and that you both insure and add tracking to the package. Inside the package, please include the receipt/invoice (if available), your complete contact information with return address, and RMA number. We will notify you when the package is received and the Warranty Department is working on your claim.

Warranty repairs may take anywhere between 4 - 10 business days. You will be notified when your claim is complete and your device is ready to be shipped.

Mailing address:

Smart Relief
C/O Warranty Department
11935 Worcester Hwy.
Bishopville, MD 21813
1-888-315-2735