

Intrinsics cannot guarantee the quality or authenticity of products sold by non-authorized retailers. Purchasing Intrinsics® products from unauthorized resellers forfeits our warranty. This includes non-authorized retailers on Amazon®.” [Please click here for our limited warranty.](#)

Warranty

Intrinsics warrants to the original consumer purchaser from an authorized Intrinsics® reseller, that the Intrinsics® product you purchased conforms to the specifications pre-printed on the package; is not adulterated or misbranded as defined in the Federal Food, Drug and Cosmetic Act (the “Act”) and is new, merchantable and free from defects in material and workmanship. We also offer a limited satisfaction guarantee.

Time in Which You Must Make Claim; How Long Warranty Lasts

A claim based on defect in material or workmanship, failure to meet specifications on the package, or adulteration or misbranding, must be made within 31 days after receiving your purchase. This warranty expires 31 days after receiving your purchase. If the reason for your return is that you are not fully satisfied with the product, you can return it to us within 7 days of purchase, but only if the returned product is more than 95% full.

Who May Make a Warranty Claim

Only the original consumer purchaser of the Intrinsics® product in the United States, purchased from an authorized Intrinsics® reseller, can make a claim. The only authorized reseller on Amazon.com is pricePRO. The Warranty is not transferable.

What is Not Covered

Intrinsics does not warrant: (i) Intrinsics is a professional brand, and as such, any Intrinsics guarantee / warranty coverage is only applicable with valid proof of purchase from an Authorized Intrinsics Distributor. Currently, pricePRO is the only entity permitted to distribute Intrinsics on Amazon.com. The Intrinsics warranty will not apply to products purchased on Amazon.com without valid proof of purchase from pricePRO. (ii) anything beyond there being no variance between product and specifications pre-printed on package, no defect in material and workmanship; and no misbranding or adulteration within the meaning of the Act.

How to Make a Warranty Claim

To make a warranty claim, contact our customer support team through the “Contact Us” link on this website or call 855-841-0730. Our team will ask you for proof you are the original purchaser from an

authorized source described above. Examples of proof include original purchase receipt or original email purchase confirmation. You will be required to return the product to us at your cost. We recommend using a service that tracks delivery. You must not return any product before obtaining a written return authorization from us.

What Intrinsic[®] Will Do

For a defective product claim, Intrinsic[®] will, at our option, replace the product, or issue you a refund or credit for the amount you paid. A refund or credit will not include shipping costs. For a return under the limited satisfaction guaranty, we will provide you either a refund, credit or replacement. A refund or credit will not include shipping costs. Intrinsic[®] will provide the remedy within 2 weeks after receiving the product and confirming your claim meets all requirements of this Warranty.

Limitation of Remedy

The remedy under this Warranty is limited to replacement or refund of amount you paid for the product or credit for that amount. The remedy does not include shipping costs.

Limitation of Damages

INTRINSICS[®] WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE SALE, DELIVERY, USE OR FAILURE OF A PRODUCT OR BREACH OF THE WARRANTY. Some States do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

Disclaimer of Other Warranties

INTRINSICS DISCLAIMS ANY EXPRESSED WARRANTY OTHER THAN AS STATED HEREIN. ANY IMPLIED WARRANTY IS LIMITED TO THE DURATION STATED ABOVE. Some states do not allow limitations on how long an implied warranty lasts so the above limitation may not apply to you.

How State Law Applies

This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.