Dyson Limited Warranty Terms & Conditions

All Dyson machines come with a limited warranty. This includes the repair or replacement and ongoing support of your machine. Additionally, you can register for a My Dyson account. Here you can access personalized guides, see your registered machine(s), track the length left on your warranty and more.

Visit My Dyson **Register your machine** → View Historic Warranty Repository



2-Year Limited Warranty

- Cordless vacuums
- Fans and heaters
- Purifiers and humidifiers
- Hair dryers
- Hair stylers
- Hair straighteners
- Audio

Dyson Renewed (Refurbished)

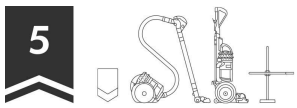
6 Month or 1 Year Limited Warranty

1 year

- Hair dryers
- Hair stylers
- Hair straighteners

6 months

- Cordless vacuums
- Fans and heaters
- Purifiers and humidifiers
- Audio



5-Year Limited Warranty

- Corded vacuums
- Hand dryers
- Lights

Dyson Limited Warranty Terms and Conditions:

What is covered

- Your Dyson machine is covered by a warranty against original defects in materials and workmanship for two or five years, depending on the product and as set forth above, starting from the date of purchase or date of delivery (whichever is later), provided it is used for normal domestic purposes in accordance with the Dyson User manual. Please retain your proof of purchase and proof of delivery. If you do not have your proof of purchase or delivery, your warranty will start 90 days after the date of manufacture, according to Dyson's records. This warranty provides, at no cost to you, all labor and parts necessary to ensure your machine is in proper operating condition during the warranty period. The replacement of any part of your machine under warranty will not extend the period of warranty; however, your warranty will be extended for any time your machine is being repaired or retained for work being performed under the warranty. Any parts which are returned to Dyson will become the property of Dyson. Please call the Dyson Helpline on 1-866-693-9766 for more information.
- Because Dyson cannot control the quality of machines sold by unauthorized sellers, this warranty applies only to machines that were purchased from Dyson or a Dyson authorized seller in the United States, unless otherwise prohibited by law. Dyson reserves the right to reject warranty claims for machines purchased from unauthorized sellers, including unauthorized internet sites. Please visit the Authorized Retailers and Sellers List or contact the Dyson Helpline Please note that our only authorized sellers on Amazon.com are "Amazon.com," "Allied Hand Dryers," and "Berl's Commercial Supply.
- For refurbished machines, length of warranty may differ, please see above for the length of your refurbished product's limited warranty

This limited warranty is subject to the following terms:

What is not covered

Dyson does not cover the repair or replacement of a product where a defect is the result of:

- Accidental damage, faults caused by negligent use or care, misuse, neglect, carelessness or operation or handling of the machine which is not in accordance with the Dyson User manual.
- Use of the machine other than for normal domestic purposes within the United States, e.g. for commercial or rental purposes. Notwithstanding the foregoing, for universal voltage (100-240V) machines, the warranty will cover non-commercial use in countries outside the United States, provided (1) the machine is operated with the appropriate plug adapter and/or voltage converter suitable for the country of use; (2) the machine has not been subject to damage due to incorrect electrical connection, incompatible or sub-standard adapters, or voltage irregularities; and (3) all other warranty terms (such as usage, maintenance, and

exclusions) are adhered to. Please note service and support under the warranty for universal voltage machines may only be available in the United States. For repairs or replacement outside the United States, shipping fees, duties, or additional costs may be incurred and are the responsibility of the owner.

- Use of parts not in accordance with the Dyson User manual.
- Damage due to use of parts and accessories other than those produced or recommended by Dyson.
- Faulty installation (except where installed by Dyson).
- Blockages – refer to the Dyson User manual for details on how to look for and clear blockages.
- Clearing blockages from your machine or washing of the filter(s).
- Normal wear and tear, including normal wearing parts, such as the clear bin, filter, brush bar, and power cord (or where external damage or abuse is diagnosed), carpet or floor damage due to use not in accordance with the Dyson User manual or failure to turn the brush bar off when necessary.
- Use of this machine on rubble, ash, plaster, drywall, liquids, or wet surfaces.
- Reduction in battery discharge time due to battery age or use (where applicable).

If you are in any doubt as to what is covered by your warranty, please contact the Dyson Helpline.

Intentional cosmetic decoration or modification that may impact a machine's refurbishment, restoration, or usability will void this limited warranty.

There are no warranties which extend beyond those stated herein. To the fullest extent permitted by applicable law, any implied warranties relating to your machine, including but not limited to warranty of merchantability or warranty of fitness for a particular purpose, are limited to the duration of this warranty. Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Please note counterfeit Dyson machines are likely to be unsafe for use. Following receipt of your Dyson machine, if we inspect it and determine that it is not a genuine Dyson product (i.e., a counterfeit), Dyson will not (and is not obligated to) service the machine and may (in its sole discretion) elect to:

- arrange for the machine to be returned to you; or
- permanently retain or destroy the machine, in exchange for Dyson providing you with a letter confirming that the product is a counterfeit, which you may present to the seller of the product or your credit card company for the purposes of seeking reimbursement of the sum you paid for the counterfeit product.

Dyson has legitimate reasons to exercise its right to retain/destroy any counterfeit machine in order to (1) prevent personal injury or damage to property; (2) prevent resale of counterfeit

products; and (3) protect the Dyson brand and reputation. Further information on counterfeit products can be found at https://www.dyson.com/campaigns/counterfeit-machines.

Summary of coverage

- The Dyson limited warranty becomes effective from the date of purchase, or date of delivery (whichever is later). You must provide proof of delivery/purchase before any work can be carried out on your Dyson machine. Without this proof, any work carried out may be chargeable. Keep your receipt or delivery note.
- Because Dyson cannot control the quality of products sold by unauthorized sellers, warranty coverage is limited to purchases from Dyson or Dyson's authorized sellers.
- All work will be carried out by Dyson or its authorized agents.
- Any parts which are replaced by Dyson will become the property of Dyson.
- The repair or replacement of your Dyson machine under warranty will not extend the period of warranty; however, your warranty will be extended for any time your machine is being repaired or retained for work being performed under the warranty.
- The warranty provides benefits which are additional to and do not affect your statutory rights as a consumer.
- As it has done for many years, Dyson is proud to provide all warrantied repairs, including all labor and parts necessary to ensure your product is in proper operating condition, during the warranty period. You may also choose to have your product repaired (at your own cost) through another repair shop that is not affiliated with or an authorized seller of Dyson and doing so will not void this warranty, neither will the use of third-party parts with your product. However, any damages, costs, or repairs incurred as a result of, due to, or from repairs carried out by unauthorized third-party agents or using parts other than those produced by or recommended by Dyson will not be covered under this warranty.

Warranty limitations and exclusions

- To the fullest extent permitted by applicable law, your remedy for breach of this warranty is limited to the warranty service described below. Dyson will not be liable for any SPECIAL DAMAGES, consequential damages or incidental damages BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY WHICH you may incur in connection with your purchase and use of your machine. 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.
- This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

- This limited warranty is limited to the original, end-user purchaser in the United States and is not transferable.
- The limitations or exclusions of liability stated herein apply in the state of New Jersey, to the fullest extent permitted by applicable law.

Warranty service

- Before a service can take place, the terms of the limited warranty require that you contact the Dyson Helpline with your model name/number, serial number, date and place of purchase and/or delivery.
- Dyson will repair or replace a defective part or machine that is covered by this warranty.
- Please keep your purchase and delivery receipts in a safe place to ensure that you have this information.
- All work will be coordinated by Dyson or its authorized agents.

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