

KÄRCHER

RAPID EXCHANGE PROGRAM®

Have questions about your Kärcher product? Visit us at www.karcher-help.com or call 1-800-537-4129 for more information.

To order replacement parts online, please visit www.karcher.com/us/

The Rapid Exchange Program® bypasses the hassles of a traditional repair program by providing a quick and free replacement for a Home & Garden product that requires in-warranty repairs. Instead of making you wait for the repairs, we'll send you a replacement unit that has been thoroughly examined and certified by our quality assurance team.

Which Kärcher products are eligible for the Rapid Exchange Program®?

Please see the below list of requirements for our Rapid Exchange Program. The product must:

- Be a genuine Kärcher Home & Garden product. Examples of products include electric-powered pressure washers, window vacuums, stick vacuums, wet/dry vacuums, and steam cleaners. Please call 1-800-537-4129 to see if your product is covered by this program.
 - Note: Gas pressure washers are excluded*
- Have been purchased new from Kärcher or an authorized retailer (see examples below)
 - Products purchased through online auctions, swap/flea markets and other second- and third-party markets are not eligible for the program
- Have been used exclusively for residential cleaning (no professional or industrial use)
- Be within the covered warranty period

- **Be accompanied by proof of purchase. Valid forms of proof of purchase include legible copies of:**
 - **Original sales receipt**
 - **Credit card statement**
 - **Serial number and date code (for gifts only)**

Which retailers are authorized to sell Kärcher Home & Garden products?

Numerous retailers are authorized to sell our Home & Garden products. Below is a partial list, please contact us if you have questions about your favorite retailer.

- **Amazon**
- **Bed Bath & Beyond**
- **Costco**
- **Home Depot**
- **Lowe's**
- **Meijer**
- **Pressure Washers Direct**
- **QVC/HSN**
- **Sam's Club**
- **Target**
- **Walmart****
- **Independent Hardware Stores**
- **Regional Retail Chains**

****Excludes items sold by third-party sellers**