

Warranty

What is Bob's warranty coverage?

60-Day Money Back Guarantee

If Bob PetHair Plus isn't the right fit for you, you can return him within 60 days for a full refund.

2-Year Standard Warranty

Covers: Cost of non-consumable parts and labor

Does not cover: Postal charges

Duration: 2 years from the date you received Bob

2-Year Battery Warranty

Covers: Cost of Bob's battery

Does not cover: Postal charges

Duration: 2 years from the date you received Bob

5-Year Subsidized Repair Plan

Covers: 25 – 50% of the cost of non-consumable parts

Does not cover: Labor and postal charges

Duration: 5 years from the date you received Bob

Lifetime of Customer Service

Even after Bob's 5-year warranty expires, we will continue to provide troubleshooting assistance.

Am I covered?

Every Bob purchased from an authorized seller is covered by our warranty.

For a full list of authorized sellers, go to bobsweep.com/authorized.

How can I claim my warranty?

Register online at bobsweep.com/warranties.

Whom can I contact about my coverage?

If you have any questions or concerns, feel free to contact our helpful support team at support@bobsweep.com or 1-888-549-8847. Our business hours are Monday – Friday, 9 a.m. – 5 p.m. Pacific Time.