

PROSCAN

When used under normal operating conditions, as outlined by the manufacturer in your user manual, your PROSCAN product is warranted to be free from manufacturer's defects in material and workmanship

Please note, the warranty period begins at the date of purchase. It is important to keep your receipt in a safe place as it is required to verify date and place of purchase. If you intend to give the item as a gift or if you are not planning to use the product right away we encourage you to open and test the unit when you bring it home.

Physical damage is not considered to be a defect and not covered under warranty. If you discover your unit is damaged when you bring it home, we encourage you to return it to the place of purchase for exchange or refund.

If you have any questions about the care and use of your product, please check out our FAQ and troubleshooting page. For your convenience, you may download an electronic version of your user manual by clicking [here](#). If you are unable to find what you need, please contact our Customer Support Team (contact information is located at the bottom of the page).

Please review all information on this page before starting your claim

In the event your product is not functioning as promised, or you require technical support, please contact our *Customer Support Team* for assistance:

(US and Canada)

By Phone: 1-800-968-9853 **(from 8am to 12am Eastern Time, 7 days a week)**

Email: support@curtiscs.com

Please be aware that the following information MUST be provided in order that we validate that your item is still covered under Manufacturer Warranty.

- Model Number (back of your unit)
- Serial Number (back of your unit)
- Date of Purchase (you will be required to submit your bill of sale before we can proceed with your warranty claim).

Have you already filed a claim and require assistance? Please contact consumeresc@curtisint.com, please include the reference number you were provided when you filed your claim. If you do not have a reference number, please provide as much detail as possible in order that we may better assist you. We will respond within 48 business hours, Monday to Friday between 8:00am and 4:00pm ET.

Curtis International Ltd. reserves the right to repair or replace the part(s) which have become defective at their discretion. It may take up to 20 business days to fully review and make a decision on your claim.

Mail:

We understand that some customers prefer to use regular mail; if you wish to mail your warranty request, please send to Curtis International on Beckett Drive (full address below).

Curtis International Ltd.
7045 Beckett Drive, Unit 15

Mississauga, Ontario
Canada, L5S 2A3

Attn: Customer Service

Please make sure to include your CF (items without the CF# may be rejected), a complete name and mailing address (including phone number), copy of bill of sale and a detailed description of the symptoms noted with your product.