

UNGER Enterprises Commercial Customer Satisfaction Guarantee

Unger's 100% Customer Satisfaction Guarantee is designed to provide you with an extra measure of purchase protection, in addition to any product warranty that may apply. Our aim is to ensure you are satisfied and delighted with our products.

Our guarantee covers both our products and services in the United States territories.

As a commercial user of Unger cleaning tools, you're entitled to expect your product will reach you in excellent condition and will help you with the cleaning problem you have. If you've tried out our product and it didn't meet your expectations, we'd like to make it right. For 90 days from delivery date, you can return the product for a full refund. Proof of purchase may be required to receive your refund.

This guarantee is implemented via the authorized distributor who sold you your product. The distributor will forward us the returned items and we will work with them to provide the refund to you. A list of most of our authorized distributors can be found [here](#). If you did not purchase from an authorized distributor, you may reach out to Unger directly at the information below.

Please note that consumable products, such as scraper blades, squeegee rubber, microfiber cloths, mop pads, resin bags, and cleaning solution are not included under this guarantee.

To start your return, please contact your authorized distributor at their contact information within 90 days of your delivery date. Your distributor will facilitate the return to Unger and process your refund. Shipping and handling is included in this guarantee.

If you need additional support, please contact Unger customer service at:

1.800.431.2324
unger@ungerglobal.com
usa.ungerglobal.com

If your product does not perform as expected or you believe there may be some defect in the product, or you are past 90 days from your delivery date, you may have coverage under our Limited Warranty. Click [here](#) to review our warranty.

Unger reserves the right to alter or withdraw the 100% Customer Satisfaction Guarantee at any time.