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IQOS®

ENGLISH

CUSTOMER CARE

Call: 1-877-GET-IQOS
(1-877-438-4767)

Website: www.GetIQOS.com

LIMITED WARRANTY

Duration

The duration of this warranty, relevant to your country of purchase, is as follows:

United States	3 months

What this warranty covers

Philip Morris USA (PM USA) warrants the IQOS® hardware and accessories, including the pocket charger, holder, A/C power adapter and USB cable ("IQOS® System"), to function properly for three months from the original date of purchase.

What is excluded from this warranty

This warranty does not apply to normal wear and tear, nor damage caused by accident or abuse. In addition, this warranty does not apply to: cosmetic damage after purchase (such as scratches, dents and broken plastic); damage to the IQOS® System caused by misuse, power surge, improper handling, liquid contact, fire, removal of serial number, or abnormal storage; negligence by you or by any third party; malfunction due to use with non-compatible product; damage or malfunction caused by an attempt to open, modify and/or repair an IQOS® System component, either by a user or by a technical provider not accredited by the manufacturer; or damage or malfunction caused by failure to use as described in the User Guide.

Information on how to make a claim

Please call 1-877-GET-IQOS (1-877-438-4767) or go to http://www.GetIQOS.com or visit an IQOS® store if you wish to make a warranty claim under this warranty.

Keep a copy of your purchase receipt as proof of purchase. Be sure to register your product at the IQOS® store or http//www.GetIQOS.com.

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