



30 Day Love It / Adore It Guarantee *

Terms and Conditions

Service: 1-800-661-7313 service@soswarranty.com

Your satisfaction is our top priority. That's why we offer the Excelsior® LOVE IT GUARANTEE / ADORE IT GUARANTEE—a simple 30-day satisfaction guarantee.

If you are not completely satisfied with the performance of an Excelsior® or Excelsior Pür™ product within 30 days of purchase, we'll refund you 100% of the full retail price — no questions asked. Proof of purchase is required.

Service Process

To claim, call 1-800-661-7313 or email service@soswarranty.com. If your claim is approved and you receive a refund, all other warranties and guarantees associated with that product — including the 5-Year Hose Warranty and/or the Excelsior Pür Freshness Warranty™ — will no longer apply, as the refund constitutes a full product return.

***Love it Guarantee® for Canada & Adore it Guarantee® for U.S.A.**

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