

Outdoor Product Warranty Card

Dear Customer,

Thank you for purchasing our outdoor product. This warranty card provides you with product quality assurance services. Please read the following terms carefully.

1. Warranty Period

This product comes with 5 year warranty from the date of purchase. The start date of the warranty shall be based on the date on the purchase certificate.

2. Warranty Coverage

Within the warranty period, if the product malfunctions or is damaged due to material or craftsmanship defects, we will provide you with free repair or replacement services.

3. Non-Warranty Coverage

1. Wear and tear or aging caused by normal use, such as natural fading of colors and normal wear of parts.
2. Damage caused by accidents, improper use, negligence, self-disassembly or modification, and incorrect maintenance (e.g., failure to operate in accordance with the product manual).
3. Product malfunctions that occur after the warranty period expires.
4. Products for which valid purchase certificates cannot be provided.

4. Warranty Process

1. If your product has an issue requiring warranty service, please send a detailed description of the product malfunction, photos of the purchase certificate, and your contact information to the after-sales email: cs@exbriteusa.com or RobertoColon0@outlook.com
2. After receiving your email, we will contact you within 1-2 business days to confirm the product issue and subsequent handling methods.
3. If the issue is confirmed to be within the warranty coverage after inspection, we will arrange for parts replacement or product replacement as soon as possible and bear the shipping cost for returning the product to you. If the issue is not within the warranty coverage, we will inform you of the specific situation and details of the relevant repair costs, and provide paid repair services only after obtaining your consent.

Daytime phone number:(302)336-8180