

Warranty and After-Sales Service

We offer a one-year warranty service for residential use from the date of purchase.

****1. Exchange or Refund (within 30 days)****

Within 30 days of purchase, if the product is damaged due to quality issues or logistics, we will provide an exchange or refund.

****2. Free Repair & Parts (within 90 days)****

Within 90 days of purchase, under normal household use and in strict accordance with the operating instructions, we will provide free after-sales services (including replacement, repair, and parts replacement) for damage caused by quality issues.

****3. Free Warranty Service (within one year of purchase)****

During normal residential use within one year from the date of purchase, we will provide free maintenance, repair, replacement parts or product, and appropriate adjustments, provided the product is operated correctly according to the instructions and precautions.

Damage caused by accident, misuse, or abuse is not covered. Improper care and cleaning will also void the warranty.

****What to do if a malfunction occurs?****

First refer to the instruction manual for basic troubleshooting. If the problem persists, please contact us using the information at the bottom of this page.

****Paid Service (not covered by warranty)****

1. After the warranty period has expired.
 2. Damage caused by transportation or impact after purchase.
 3. Damage caused by incorrect use, human factors, or natural factors (even within the warranty period).
 4. Damage caused by disassembly, modification, or repair performed by the user.
 5. Damage caused by improper maintenance (e.g., direct water spraying, incorrect cleaning methods).
 6. Damage caused by sand, impurities, or foreign materials (e.g., seal ring failure).
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7. Contact Information**

Email: mejecn@outlook.com

Phone / WhatsApp: +86 17724055660

Our after-sales team is located in China. Calls may not be answered immediately due to time zone differences.

When your call goes unanswered, please contact us via WhatsApp or email.

Kindly describe your issue clearly and attach relevant photos/videos.

We will respond within 24 hours once back on duty.

Thanks for your understanding.