

Warranty Policy

We provide a 1-year limited warranty covering defects in materials and workmanship under normal use, starting from your original retail purchase date. For consumable products, this warranty becomes void once the consumable component is exhausted.

Within the warranty period, if a qualifying defect occurs, we reserve the right to:

1. Replace your item with a new or refurbished equivalent or similar product.
2. Repair your product with new or refurbished parts.
3. Issue a refund of your purchase price.

Replacement units may not be identical to your original product due to stock availability or technical updates. Comparability is determined solely at our discretion.

Warranty Exclusions

This warranty does not cover damage caused by accident, misuse, neglect, fire, external hazards, unauthorized alterations, repairs or commercial use. The warranty is non-transferable.

Replaced products, parts and repairs carry warranty coverage for the longer of the remaining original warranty term or 90 days after shipment. Returned items become our property once received.

How to Claim Service

Contact our support team to verify your warranty eligibility. If approved, we will provide return guidance for defective goods. You may be charged full retail price if you fail to return the defective product or parts. We cover outbound shipping cost for replacements or repaired items.

Support Email: service@antarctic-star.com

Legal Limitations

To the fullest extent permitted by applicable law, this limited warranty is exclusive and replaces all other express or implied warranties. We disclaim warranties of merchantability and fitness for purpose.

Some regions restrict warranty limitations or liability exclusions, so these terms may not apply to you. This limitation section does not apply to customers located in the European Union.

This warranty grants you specific legal rights, and you may also hold other rights under local law.