

Warranty Policy



Thank you for purchasing INSE products. In order to protect your rights and interests, please read the following Warranty Policy carefully.

INSE warrants that the unit shall be free from defects in material and workmanship from the date of purchase when it is used under normal household conditions and maintained according to the requirements outlined in the Owner's Guide, subject to the following conditions and exclusions:

(1) What is covered by this warranty?

- ① The original unit and/or non-wearable parts deemed defective, at INSE's sole discretion, will be repaired or replaced for up to 12 months from the original purchase date.
- ② In the event a replacement unit of vacuum cleaner is issued, the warranty coverage ends. In the event a replacement unit of accessory is issued, the same accessory is not replaceable anymore.
- ③ INSE reserves the right to replace the unit with one of equal or greater value. Return freight and reshipment costs (ground freight only) are prepaid by INSE for a warranty claim that meets the eligibility requirements.
- ④ INSE entire liability and your exclusive remedy shall be, at our option, either. These include: repair the Machines; Replacement parts used in the repair of the Machines may be new, equivalent to new, or refurbished. or replace the Machines with new or refurbished Machines (replacement Machines being of the identical model or equivalent functions); or provide to you a refund of the price, you paid for the Machines (excluding taxes and shipping costs).

(2) Who is covered under the warranty?

The Limited Warranty&Lifetime Customer Support only applies to eligible purchases made directly from INSE Authorized store, and not to accessories or other consumable items, such as filters or brushes. Warranty coverage applies to the original owner and to the original product only and is not transferable.

(3) What is the timeline for coverage?

Within 12 months from the original purchase date.

(4) What are the exclusions/limitations?

- ① INSE does not warrant the functions contained in the INSE machine will meet your requirements.
- ② INSE is not responsible for damage arising from failure to follow instructions relating to the use of the Machine(s). You are responsible for: (a) proper use of our machine, (b) routine preventative maintenance, and (c) following proper machine handling recommendations provided in our instruction manual, quick start guide, and on our website.
- ③ Conditions that disqualify products from the limited warranty include, but are not limited to:
 - (a) Any defects or damages caused by normal wear and tear, accidents, improper installation or maintenance, misuse (including failure to follow product documentation), neglect,

disassembly, alterations to the hardware or supporting setting files, and external causes such as, but not limited to, natural disaster, water damage, extreme thermal or environmental conditions.

- (b) Any defects caused by transportation or loading during returning voyage.
- (c) Any other defects that are not caused by workmanship or product quality.
- (d) Malfunction or damage caused by commercial use or other not-home use.
- (e) The machine has been repaired or modified by any unauthorized parties.
- (f) Second-hand products.
- (g) Not purchase it by yourself, receive it as a gift from others.
- (h) Defects caused by tampering or unauthorized alterations or repairs.
- (i) Free products are not covered by this warranty
- (j) Machine purchased from oversea markets.

(k) For external power supplies, conditions that disqualify products from the limited warranty include, but are not limited to: Returned power supply units that have obvious hard object damage, fissure, broken legs, and/or severe deformation; A returned power cord that is broken, has an exposed core, or similar damages; Use the non-original adapter, instead of the original adapter included in the package.



(5) Yes/No need customers to contact us directly?

Yes, we need our customers to proactively contact us to provide them with product support and warranty service options to better assist them. Contact email: info@inselife.com

(6) Are photos required for non-motion issues?

Yes, we need customers to provide pictures or videos of warranty products so that we can better help customers and improve subsequent products.

(7) Who authorized the Warranty?

This warranty policy is authorized by the INSE brand.

(8) Under what circumstances are replacement parts, full-unit replacements, or full refunds allowed?

① Within 30 days from the order date: All vacuum cleaners enjoy a 30-day money-back guarantee and we accept the return/refund, except for Special offers/Flash sales/Clearance sales products. Customers have the right to apply for a return/refund within 30 days after delivery of the product(except accessories).

② To be eligible for a return/refund, your item must be unused and in the same condition that you received it. Merchandise must be in original factory condition and must include all original packaging materials, warranty cards, manuals, and accessories.

③ If the machine is damaged during delivery or quality-related defective within 30 days, please provide the relevant pictures or videos by sending an email to [info@inselife.com] to help us confirm the issue, and after we confirmed, we'll arrange the replacement/return/refund process accordingly.

④ We will pay for the shipping costs for the return and resend. In addition, if the product cannot be replaced due to production completion or limited products, we may request a refund even if you request a replacement.

⑤ Refund requests for the 30-day money-back guarantee expire once opening a warranty claim within 30 days after the date of ordering. It is not possible to process a request for a refund that has expired during this 30-day window. For purchases not made directly through INSE's online stores, please contact the corresponding retailers for help(Please note: We strictly do not

accept change-of-mind returns or exchanges requests).

⑥ If you insist to return, we totally respect your decision and we always hope we could offer a pleasant user experience to every customer. In this condition, we could accept a return and refund; meanwhile, please understand that: We deduct 30% of the amount you paid as a restocking fee plus \$10 of the original shipping fee. Also, you need to cover the shipping fee for returning(There will inevitably be a trace of use after assembly and during the use of the machine. No customer wants a used machine. Thus there will be labor costs in handling the machine, like recycling the machine and recreating a new machine using the material).

(9) Any additional policies, legalities or procedures that seem relevant?

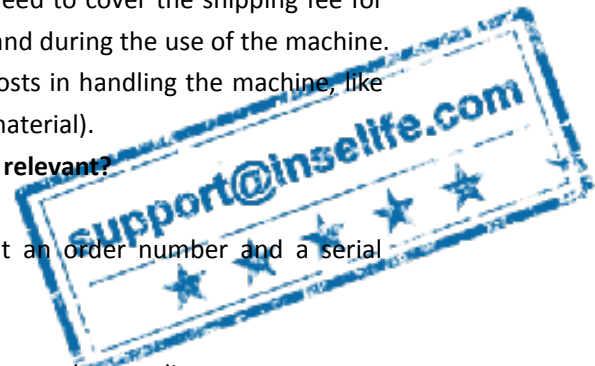
① Ineligible Returns/Refunds:

- (a) We do not accept any returned merchandise without an order number and a serial number or shipped out over 30-day from the shipping date.
- (b) Merchandise showing malicious physical damage.
- (c) Any other defects that are not caused by workmanship or product quality.
- (d) Merchandise that has been excessively worn, used with distinctive marks, and affects the secondary sale.
- (e) Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.
- (f) Any defects or damages caused by normal wear and tear, accidents, improper installation or maintenance, misuse (including failure to follow product documentation), neglect, disassembly, alterations to the hardware or supporting setting files, and external causes such as, but not limited to, natural disaster, water damage, extreme thermal or environmental conditions
- (g) Any defects caused by transportation or loading during returning voyage
- (h) Lost or stolen products are out of warranty.
- (i) Items that have expired their warranty period are not acceptable for a return&refund.
- (j) Free products are not acceptable for any return or refund.
- (k) Repairs through 3rd parties are not acceptable for any return or refund.
- (l) Purchases from illegitimate resources are not acceptable for any return or refund.
- (m) Counterfeit machines are not eligible for an INSE return and refund.

② Return:

Customers take responsibility for the returned items. To get a refund, you need to make sure that the returned item is returned to the correct address, and we suggest: Do not return the item yourself back to the manufacturer before we give the correct return address. Otherwise, we will not take any responsibility and cannot make a refund. If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item. We have several overseas warehouse addresses in the United States. In order to speed up the progress of your return and refund, you can choose to ship back the goods to the nearest overseas warehouse address provided by us. Or please send it back to the address where the support staff offers. After confirming that the returned product arrives, we would check it out and if it is damaged on the way, our warehouse refuses to accept it and we refuse to refund. If it is in the original condition after checking, we will process the refund.

③ Refund:



Once the returned item arrives back in INSE's warehouse for inspection, the refund process will begin. Your refund will be processed within 2-3 workdays once the returned item is received and processed. It may take 5-10 workdays for funds to settle depending on the payment used and the practices of your financial institution to receive the credited funds. Refunds will only be issued to the original credit card or other paying methods like PayPal that you use when placing your order. INSE reserves the right to change its payment procedures at any time without prior notice to you. We can only refund those canceled orders, orders that haven't been shipped, or orders that the product has been returned and received in a good condition. We reserve the right to include a restocking fee, which would be deducted from your refund. Unless otherwise stated, shipping and handling charges are not refundable. You shall bear all expenses related to shipping charges on machines and/or parts. Original shipping costs will be deducted from any refund amount except in the case of a Defective Product. Shipping Costs Must be Covered By Buyer In the Following Situations: Returning items claimed to have defects but found by INSE Quality Control to be in working condition; Returning defective items in international shipping; Costs associated with unauthorized returns (any returns made outside of the approved warranty process).

④ Exchange:

For purchases made on wayfair.com, INSE does not offer exchanges unless the machine was damaged in transit. Machines are covered under warranty service with repair and servicing support. If the item you received is damaged, missing parts, or not what you ordered, please contact us to request a refund or a replacement.

⑤ For accessories, Parts, Cleaning Tools(Not applicable for any return or exchange):

(a) Within 7 days from the order date: If received a defective accessory, parts, or cleaning tool, and reported it to us within this period, we would provide a replacement or a refund.

(b) After 7 days from the order date: We do not accept any refund requests. Or you could keep it after we deduct 30% of the amount you paid as a handling fee plus \$5 of the original shipping fee.

