

DSNAPE Warranty Policy

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Introduction

Thank you for choosing DSNAPE products. This Limited Warranty is provided for all DSNAPE products and is designed to support customers with product quality concerns and after-sales assistance under proper installation and normal use.

Warranty Coverage

This Limited Warranty covers product quality issues, including defects identified during proper installation and normal use. Coverage may include damaged components, missing parts, incorrect items received, or quantity discrepancies caused by fulfillment issues.

How to Request Warranty Assistance

To help us review your request and provide faster assistance, please provide the following information:

Required Information
Order Number
Product or Component Issue Photos
Outer Package Damage Photos (if applicable)
Part Number and Quantity for Missing, Damaged, or Defective Parts (according to the assembly manual, for example: Part No. M8K, Qty: 8)
Incorrect Item Photos, including the shipping label on the package, SKU label on the box, white product label on the box, and the actual product received (if applicable)

Warranty Service

If a covered issue occurs, please contact the DSNAPE customer service team for assistance. The warranty period is **90 days** from the date the customer receives the product. We will be responsible for covered product issues that occur within this 90-day warranty period. Issues occurring more than **90 days** after the customer receives the product are not covered under the warranty.

Replacement parts are typically arranged within approximately **3–7 days** after the issue has been confirmed. The actual processing time may vary depending on the type of parts required.

Warranty Claim Resolution

For valid warranty claims, DSNAPE will provide an appropriate solution based on the specific situation, including a partial refund, full refund, replacement parts, or complete product replacement.

Warranty Exclusions

This Limited Warranty does not cover damage or issues caused by:

- Improper installation or failure to follow assembly instructions.
- Damage caused by improper use, misuse, accidents, or unauthorized modifications.
- Damage caused by extreme weather events or natural conditions.
- Normal wear and tear.
- Changes in appearance or normal aging after use.
- Improper maintenance.