



# Warranty policy

Our company warrants its products against manufacturing defects in materials and workmanship starting from their date of shipping from our warehouse for a period of time as indicated below. The warranty period of products is generally 30 days.

## 1.1 30-Day Money-Back Guarantee for Any Reason

Undamaged products and unused products may be returned for a full refund for any reason within 30 days of the date the item was delivered to the designated shipping address. Once the returned item arrives back in our warehouse for inspection, the refund process will begin.

- Returns must include all accessories
- Items must include original packaging
- For non-quality related warranty claims, buyer is responsible for shipping costs
- For non-quality related warranty claims, we refund the cost of the product itself
- Returns may be rejected if items do not meet the above requirements

Refund requests for the 30-day money back guarantee expire 30 days after opening a warranty claim. It is not possible to process a request for a refund for non-quality issues for items that have expired this 30-day window.

## 1.2 30-Day Warranty Claims for Quality-Related Issues

For quality-related warranty claims, we will provide some parts to replace if the product is part-damaged, otherwise, a new item will be sent. In situations where a replacement is not an available or preferred option, we will offer a partial refund according to the usage time of the product.

Components repaired or replaced are warranted through the remainder of the original warranty period only. Warranties on products are void after having been fully refunded.

### Process:

- Buyer must provide sufficient proof of purchase
- Our company must document what happens when buyers troubleshoot the product
- The defective item's photos and/or visible proof depicting the defect are required
- It may be necessary to return an item for quality inspection
- Warranties on those replacements are voided if the wrong item is returned to our

company or if the defective item is not returned.

Warranty claims for product defects expire 90 days after opening a warranty claim. It is not possible to process a warranty claim or fully refund for items that have expired their original warranty timeframe or a 90-day warranty claim request period, whichever is longer.

**Shipping costs must be covered by buyer in the following situations:**

- Returning products for any reason other than a proven defect
- Buyer's accidental returns
- Returning personal items
- Returning items claimed to have defects but found by our quality control to be in working condition
- Costs associated with unauthorized returns (any returns made outside of the approved warranty process)

**Not Covered Under Warranty:**

- Products without sufficient proof of purchase
- Lost or stolen products
- Items that have expired their warranty period
- Non-quality-related issues (after 30 days of purchase)
- Free products
- Repairs through 3rd parties
- Damage from outside sources
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)

### **1.3 90-Day Warranty Claims for Quality-Related Issues**

For quality-related warranty claims, we will provide some parts to replace if the product is part-damaged. But we couldn't provide any full refund.

Replacement policy refer to **Warranty Policy 1.2**

Warranty claims for product defects expire 90 days after opening a warranty claim. It is not possible to process a warranty claim or fully refund for items that have expired their original warranty timeframe or a 90-day warranty claim request period, whichever is longer.

By LEVITA LLC