

# EUROTO

## **One-year Limited Warranty**

EurotoUSA offer 1-year Limited Warranty for any authorized retailers of Euroto USA products owner and is not transferable. Please follow these guidelines before starting a warranty claim. If it is a gift, please contact the person for a copy of the receipt. If it is inappropriate, you may request that the person open the warranty claim on your behalf.

What is covered by this warranty?

- Warranty is cover order within 1-year with proof of original purchase date or order number if needed.
- Warranty is cover repair of defects parts or replace the whole unit. The replacement part/unit will not extend the original warranty time.

What is not covered by this warranty?

- Product(s) purchased, used, or operated outside of the United States and Canada.
- Product(s) that have been modified or attempted to be modified.
- Damage resulting from accident, alteration, theft, misuse, abuse, neglect, unreasonable use, improper care, use contrary to the operating instructions, normal wear and tear, commercial use, improper assembly, disassembly, or any other cause which does not related to a product defect in materials or workmanship, failure to provide reasonable and necessary maintenance, fire, flood, acts of God, or repair by anyone unless directed by a customer service representative.
- Use of unauthorized parts and accessories.
- Incidental and consequential damages.
- The cost of repair or replacement under these excluded circumstances.

EurotoUSA is not be liable for loss of use or any other incidental, consequential or indirect costs, expenses or damages

**WE DO NOT SERVICE PRODUCTS OUTSIDE THE 48 CONTIGUOUS UNITED STATES. (WE WILL SHIP TO A FREIGHT FORWARDER FOR CUSTOMERS)**

## **Warranty Service**

To obtain warranty service, please contact our Customer Care Department by email to [support@eurotousa.com](mailto:support@eurotousa.com).

You can also submit request online at <http://eurotousa.com/>

You may be asked to send your product(s) back to us for quality inspection. Customers are responsible for all return shipping costs. When item(s) are returned under warranty as being defective, they are thoroughly tested to verify manufacturer defect. If any item(s) are determined to be in proper working order after testing, all shipping costs to have the product returned to the customer will be the responsibility of the customer.

## **Regarding Purchase From 3rd Parties**

In order for the EurotoUSA customer service team to look up the warranty information regarding the product(s), the original order information and/or proof of purchase is required. Without this information EurotoUSA will be unable to move forward with providing a replacement under warranty. EurotoUSA is not responsible for making inquiries to such 3rd parties for the purpose of obtaining documentation. It is the responsibility of the person(s) making the warranty claim to provide original documentation such as order information and/or a receipt so that customer service can process your request. Any defective product will be replaced as long as the issues with the device fall within warranty guidelines.

## **Return:**

Products that are within the 30-day return period and have been determined by customer service to be defective are qualified for a return label for the product to be returned EurotoUSA for inspection and testing. EurotoUSA will provide a return shipping label for defective product(s) only. Customers must contact the Carrier (shipping company) for products that have arrived damaged after initial transit. Clear photographic AND video proof of damage and/or defective products is REQUIRED prior to EurotoUSA authorizing the return of any product

