

Warranty and after sales policy

The 1-year warranty is applicable to the sales of the company's products, which are only for domestic use,

Before the products are shipped, the structure and finish of the products are normal, and the materials and processes are free of defects. The warranty period is one (1) year from the purchase end user.

If any product is reported to have defects within the warranty period, the company will choose to repair or replace any parts of the corresponding accessories. This guarantee is applicable to the purchaser owner or end user and shall not be transferred to subsequent owners.

During the warranty period, the buyer must provide relevant pictures and videos of the warranty items. If the inspection confirms that there is a defect, the buyer will be provided with the repair and replacement of the corresponding parts, or when any such defect is found, the company's inspection will be adjusted appropriately. Requests for replacement parts can be sent to justinhowells@outlook.com. All warranty claims must be accompanied by the original consumer buyer's proof of purchase (original sales receipt)

The scope of warranty within the warranty period does not include the following:

1. Defects or damages caused by transportation damage, incorrect installation, product change, installation accident, and the use of non genuine replacement parts are not warranted
2. Whether by pipeline contractor, service company, owner or any other person. No warranty for deterioration due to normal wear and tear.
3. Hard water damage is not warranted.
4. There is no warranty for damage caused by misuse or failure to maintain the product in accordance with the written instructions provided.
5. It shall not cover the use of cleaning products containing calcium hypochlorite, washing powder or washing pads, and there is no warranty for damage caused by chemicals.
6. Items purchased and / or cleared for sale at discount stores and unauthorized distributors for industrial, commercial and commercial purposes, and display products are not warranted.
7. The buyer's personal reasons such as inapplicability, dislike and regret are not within the scope of after-sales warranty.
8. Normal maintenance costs, all removal, transportation, labor, reinstallation or other costs, including postage or freight for warranty services, shall be paid by the consumer.
9. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the liability for compliance with local code requirements is not covered by this warranty.
10. Professional, house damage and other costs, all items beyond the scope of warranty are not within the scope of responsibility of.

Warning: the contents may contain sharp and other debris that may cause damage, and may cause harm to children and adults. We are not responsible for personal injury.

If you have any questions, please email directly justinhowells@outlook.com Contact us.