

Manufacturer Warranty Documentation

Thank you very much for purchasing LOVEWE products!

Technical Support: lovewe.brand@gmail.com

LOVEWE Product Warranty Policy

All LOVEWE brand products come with a one-year free warranty period, starting from the date of purchase.

1.Warranty Coverage: This warranty policy covers manufacturing defects and material defects that occur under normal use of all products manufactured by LOVEWE brand. Warranty services include but are not limited to product repairs, parts replacement, or product replacement.

2.Warranty Conditions: To be eligible for warranty service, customers must meet the following conditions:

Provide valid proof of purchase, including date of purchase and order number.
The product damage is not caused by accidental damage, misuse, abuse, alteration,
unauthorized repairs, or improper maintenance.

3. Warranty Process: When customers discover issues with the product,LOVEWE customer service should be contacted immediately via Amazon or the brand's after-sales e-mail address, provide relevant purchase and product information, and describe the problem with the product. The customer service team will guide customers through the warranty process and provide appropriate solutions after confirming that the issue meets the warranty conditions.

4. Warranty Disclaimer: This warranty policy does not cover the following situations:

Normal wear and tear of the product.
Damage caused by improper use or accidental events.
Damage caused by unauthorized third-party repairs or modifications.
Damage caused by failure to use and maintain the product correctly according to the instructions in the product manual.

5. After the expiration of the warranty period, the user can still get the repair service provided by the company, but have to pay the corresponding cost.

6. Legal Applicability: This warranty policy is governed by the laws of the United States and shall be interpreted and enforced in accordance with US law.

The above warranty policy applies to all LOVEWE branded products.

LOVEWE