

Refund and Warranty Policy

Intro

Govee provides a straightforward warranty that is processed in the most hassle-free way possible. Please refer to the chart below for the warranty period of various products.

This limited warranty provided by the manufacturer in no way affects a potential statutory warranty provided by law.

Warranty Period

Item	Warranty Period (Months)
Strip lights	12
Lamps	12
Bulbs	12
Thermo Hygrometer	12
Meat Thermometer	12
Water Sensor	12
Smart Home Appliances	12

Holiday Returns Policy

Govee has extended the Holiday Returns Policy for 2022. Order purchased between October 1st, 2022 and December 31st, 2022 are eligible for return through January 31st, 2023.

30-Day Money-Back Guarantee for Any Reason

Undamaged products may be returned for a full refund for any reason within 30 days of the date of purchase. Please contact the customer service once the item is delivered to the warehouse so the refund process will start.

- * 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, Govee refunds the cost of the product itself
- * Returns may be rejected if items do not meet the above requirements

Reissue process:

If you find that the product is damaged or missing parts after receiving the package, please contact customer service at support@govee.com and provide the following information:

1. Order number from online purchases made through Govee.
2. Buyer must provide 3 clear photos containing:
 - ① Outer package with SKU label
 - ② Outer package with waybill information
 - ③ Product quantity or damaged product photos

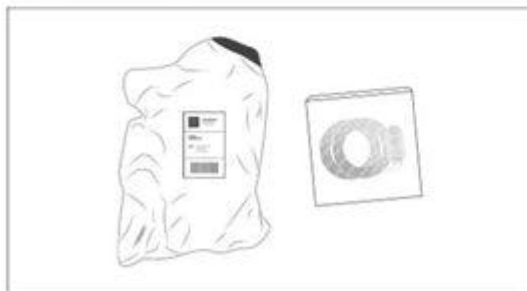
**① Clear outer package
(with sku label)**



**② Outer package waybill
information**



**③ Product quantity or damaged
product photos**



3. Once confirmed, our support team will help to arrange a replacement or refund for you. Please note that we will not be able to provide you with a replacement or refund if the information is incomplete.

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. For purchases not made directly through Govee's online stores, please contact retailers for refunds. For quality-related issues, please see below.

Warranty Claims for Quality-Related Issues

All quality-related defects on items sold directly by Govee or Govee's authorized re-sellers are covered by an extensive warranty, starting from the date of purchase (see top of page for your product's warranty period).

Govee's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized online purchase.

Quality-related warranty claims purchased through Govee's Authorized Distributors and Retailers are handled post-sale by the respective distributors and retailers.

Warranties on all replacements follow the same warranty period of the original defective item. Warranties on products are void after having been fully refunded.

Process:

- Buyer must provide sufficient proof of purchase
- Govee must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It may be necessary to return an item for quality inspection
- For defective items that Govee needs to have returned, warranties on those replacements are voided if the wrong item is returned to Govee or if the defective item is not returned.

Valid proof of purchase:

- Order number from online purchases made through Govee.
- Sales invoice

Please note that more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to).

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

- Returning products for any reason other than a proven defect
- Warranty claims on items taken outside the original country of purchase
- Buyer's accidental returns
- Returning personal items
- Returning items claimed to have defects but found by Govee quality control to be in working condition
- Returning defective items in international shipping

- 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)
- Purchases from unauthorized re-sellers

Govee is not liable for:

- Loss of data incurred from use of Govee products
- Returning personal items sent to Govee

When returning items with a prepaid shipping label provided by Govee, Govee takes responsibility for any damage or loss incurred in transit. When returning items for non-quality issues, buyer assumes responsibility for any damage or loss incurred in transit. Govee does not provide refunds for items damaged in transit for non-quality related warranty claims.