

Warranty Policy



[Ultimea](#)

All newly purchased Ultimea products come with a limited time warranty. Ultimea offers a standard **TWO** years warranty. Please refer to the chart below for the warranty timelines of each country.

In-Warranty

If a defect arises and a valid claim is received within the warranty period, Ultimea will repair the hardware defect at no charge using new or refurbished replacement parts.

If you need to contact us for an exchange or repair, please email us at support@ultimea.com or go to the **Contact Us** page at www.ultimea.com for assistance.

If you did not purchase the unit directly from ultimea.com, please provide proof of purchase, a short description of the problem, and model number to speed up the process.

Warranty Timeline

Area	Country	Warranty Period (Years)
North American	US	2