

## **GoWISE USA WARRANTY**

GoWISE USA warrants all products against defects in materials and workmanship for one (1) year effective from the date of purchase.

GoWISE USA will replace any products that are found to be defective due to manufacturer flaws based on eligibility. Refunds issued by GoWISE USA must be purchased directly from GoWISE USA and are only available to the original purchaser within the first 30 days. We do not issue refunds for items bought by third party retailers.

This warranty extends only to personal use and does not extend to products that have been used for commercial, rental or any other use this product was not intended for. There are no warranties other than the warranties expressly set forth with each product.

This warranty is non-transferrable. GoWISE USA is not responsible in any way for any damages, losses, or inconveniences caused by equipment failure by user negligence, abuse, or use noncompliant with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

This warranty only covers purchases within the 48 contiguous states of United States of America. For purchases made outside the 48 contiguous states, such as AK, HI, PR, or Canada, we will replace the unit under the one-year warranty upon receipt of a proven defect by video or picture. However, the replacement will only ship to a freight forwarder or address within the 48 contiguous United States. The consumer is responsible for arranging shipment outside of the 48 contiguous states.

GoWISE USA assumes no liability for damage caused using this product other than for its intended use or as instructed in the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses, so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

**ALL EXPRESSED AND IMPLIED WARRANTIES INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.**

NOTE: General Warranty excludes refurbished / auction items.

**Additional 60-Days Warranty** You can extend your 1-year warranty by an additional 60 days. Log onto [www.gowiseproducts.com/apps/product-registration](http://www.gowiseproducts.com/apps/product-registration) and register your product within the first 14 days of your purchase for the extended warranty.

## **DEFECTIVE PRODUCTS & RETURNS**

If your product is defective within the 1-year warranty period, please email our Customer Care Team at [support@gowiseusa.com](mailto:support@gowiseusa.com). To expedite your issue, please provide the 4 items below:

1. Copy of the invoice, order information, or gift receipt showing the date of purchase

2. Serial number, usually found on a sticker located on the bottom on back of the unit
3. Picture or video of the issue or defect that you are experiencing
4. Shipping address information

Distributed by Ming's Mark Inc.

3000 E. Chambers Street

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[www.gowiseproducts.com](http://www.gowiseproducts.com)

1-855-233-9199

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