

SPCA

PRODUCT WARRANTY POLICY

After-Sales Service & Limited Warranty Terms

At SPCA, we are committed to delivering exceptional quality products that you can rely on. Every SPCA product is manufactured with precision and backed by our unwavering commitment to performance, reliability, and complete customer satisfaction.

LIMITED WARRANTY COVERAGE

Quality Assurance Guarantee

SPCA stands behind the superior quality of all our products. Under normal operating conditions and proper usage, all SPCA products are guaranteed to be free from defects in materials and workmanship at the time of manufacture.

ONE (1) YEAR LIMITED WARRANTY

Effective from original date of purchase

Warranty Coverage Details

If your SPCA product experiences operational issues or failures due to defects in materials or craftsmanship during the warranty period, SPCA will, at its sole discretion, provide one of the following remedies:

- **Product Repair** - Professional restoration to original specifications
- **Product Replacement** - Exchange with equivalent new product
- **Full Refund** - Complete purchase price reimbursement

***Important:** This limited warranty does not cover damage, malfunction, or failure resulting from: misuse, abuse, negligence, accidents, improper installation, unauthorized modifications, alterations, repairs by non-authorized personnel, or failure to follow product operating instructions and maintenance guidelines.*

WARRANTY SERVICE REQUEST PROCESS

1 Initial Contact

If you experience any issues with your SPCA product during the warranty period, please contact our Customer Service Department immediately. Your warranty claim must include:

- Original purchase receipt or order confirmation
- Product model number and serial number (if applicable)

- Detailed description of the problem or defect
- Date when the issue was first noticed

Customer Service Email: customerservice.spc@outlook.com

Response Time: Within 48 business hours

2 Evaluation & Determination

Upon receipt of your warranty request, our technical support team will review all provided information. We may request additional documentation, photographs, or require the product to be returned for professional inspection and evaluation. Based on our assessment, we will determine the most appropriate resolution method.

3 Resolution & Return Process

If product return is required for inspection or replacement, SPCA will provide detailed return instructions and prepaid shipping labels when applicable. We are committed to ensuring a smooth, efficient, and completely hassle-free warranty service experience.

IMPORTANT WARRANTY INFORMATION

Non-Transferable Warranty: This limited warranty applies exclusively to the original purchaser and cannot be transferred to subsequent owners or users.

Authorized Retailers Only: Warranty coverage is valid only for products purchased through authorized SPCA retailers, distributors, or official SPCA sales channels.

Regional Variations: Warranty terms, conditions, and available services may vary by geographic region and local regulations. Please contact our customer support team for region-specific warranty information.

Limitation of Liability: SPCA's liability under this warranty is limited to repair, replacement, or refund as specified above. This warranty constitutes the complete warranty agreement and supersedes all other warranties, express or implied.

*SPCA is dedicated to providing exceptional customer service and reliable products.
Thank you for choosing SPCA — where premium quality meets comprehensive care.*