

Product Warranty

1. Warranty Coverage

We warrant that this product is free from defects in materials and workmanship under normal use for a period of **1 Year** from the date of original purchase by the consumer.

2. Warranty Service

If the Product fails to operate during the Warranty Period due to a defect in materials or workmanship, the Company will, at its sole option, repair or replace the Product. Replacement products may be refurbished or contain new or reconditioned parts. This warranty is non-transferable and applies only to the original purchaser.

3. Exclusions

This warranty does not cover:

Damage caused by misuse, abuse, neglect, accidents, or unauthorized modifications.

Normal wear and tear, including scratches, dents, or cosmetic damage.

Consumable parts unless failure has occurred due to a defect.

Damage resulting from improper maintenance, installation, or use not in accordance with the Product's instructions.

Products without valid proof of purchase or with altered/removed serial numbers.

4. How to Obtain Service

To request warranty service, please contact our Customer Support team using one of the following methods:

Email: **support@sunmory.com**

Toll-Free Phone: **+1 (866) 943-5295**

Service Hours: **Monday - Friday, 8:00 AM - 5:00 PM (PST)**

Your name, address, and contact information.

Proof of purchase (e.g., receipt or invoice).

A detailed description of the defect or issue.

Our support team would do our best to solve the problem and improve ourselves. Wish you enjoy the lamp and our service.