

Warranty

1. Warranty Coverage

This product has a **5-year limited warranty** from the date of original purchase. During this period, we guarantee that the product will be free from defects in materials and workmanship under normal use and maintenance. If a manufacturing defect is confirmed, customers can follow **Home Depot's process** during the warranty period - return/refund, partial reshipment, or full reshipment.

2. Warranty and After-Sales Service

If warranty and after-sales service are required, customers must:

(1) After-sales email: inquire@ainexter.com, you can contact our after-sales service team via email.

(2) Provide valid platform purchase receipt (such as order number, tracking number, invoice or receipt).

(3) Please provide photos, videos, and text to describe the problem you encountered.

3. Remedial Measures

Depending on the different defects/damages of the products, Our company can decide to take remedial measures such as free repair, replacement of defective products or parts.

4. Exclusions

This warranty does not cover:

(1) Damage caused by neglect, abuse, normal wear and tear, or natural disasters and accidents, including but not limited to: burns, cuts, tears, abrasions, scratches, watermarks, dents, or pet damage.

(2) Damage caused by unauthorized modification or improper installation.

(3) External factors beyond control.

(4) The product has its own personalized warranty policy.

5. Post-Warranty Support

After the warranty period expires, customers can enjoy paid repair services or purchase replacement parts at a discount.

6. Limitation

Our company's liability shall not exceed the purchase price of the product. This warranty does not cover incidental or consequential damages.

7. Nontransferable

This warranty is valid only to the original purchaser and is not transferable unless otherwise stated in writing by our company.

7/21/2025

Updated