

Warranty Policy

All items can be returned for any reason within 30 days since purchase date and will receive a full refund as long as the item is returned in its original product packaging and all accessories from its original shipment are included. All returned items will receive a full refund back to the original payment method. All returned items will be charged a re-stocking fee, \$10 per piece.

All returns must be shipped back to the seller's Warehouse at the customer's expense and the expense should be confirmed by seller (we can provide a pre-paid shipping label via email if the customer wants). Boxes for return shipping will not be provided by seller, and is the customer's responsibility to either use the original shipping boxes or purchase new boxes.

Pictures may be required for some returns to ensure an item is not damaged prior to its return. Items returned are not considered undamaged until they are received by seller and verified as such. All damages to items are the customer's responsibility until the item has been received by and acknowledged by seller as undamaged.

Replacement or Refund of Defective or Damaged Item

Defective or damaged products can only be exchanged for the same product, or the purchase price will be refunded back to your original payment method. Defective products may only be returned within 30 days of purchase date.

All returns outside of 30 days are outside of warranty coverage. If an item is received damaged, customer service must be contacted within 7 days of delivery. All items that become defective within their 30 day warranty period are eligible for either full item replacement, replacement of defective parts, or partial refund at the discretion of seller.

All defective items don't need to be sent back to seller unless otherwise stated from seller. Once your return is processed and is verified to meet the criteria above regarding damages and/or defective, pictures must be provided, your refund or replacement will be processed. How quickly replacement items ship out depends on product availability. Unauthorized returns may not be accepted.

Additional Return Policy Information

Address changes or corrections will not be accommodated after order processing. All items will be shipped to address provided at the time of purchase. As to replacements, seller will not make any address changes unless customers ask us to change.

Customer Contact

warmcare@hotmail.com

Customer Service Hours

Customer Service department is open throughout the year.
All emails will be responded within 24 hours.