

WUDKEY

PRODUCTS WARRANTY POLICY

We sincerely appreciate your decision to choose Wudkey Products. Our commitment is to elevate your daily life with innovative and reliable products, ensuring your complete satisfaction. To provide you with a worry-free experience, please take a moment to familiarize yourself with the following warranty terms. Should you have any queries, our dedicated customer service team is always on standby to offer assistance.

1. WARRANTY COVERAGE

Wudkey Products stands behind the quality of our items with a comprehensive 3-month Manufacturer Warranty, commencing from the date of purchase.

2. EXCLUSIONS

It's important to note that the following situations are not covered under this warranty:

- ✓ Damage resulting from incorrect installation, improper operation, inadequate maintenance, or unauthorized modifications.
- ✓ Normal deterioration that occurs over time, such as cosmetic imperfections or color fading that does not impact the product's functionality.
- ✓ Any harm caused by accidents, misuse, abuse, or repairs carried out by unauthorized personnel.
- ✓ Use of the product for commercial purposes or in a manner that exceeds its intended design.
- ✓ Products for which the original proof of purchase cannot be provided.

3. WARRANTY CLAIM PROCESS

In the event that you encounter an issue covered by the warranty, please initiate a claim by sending an email to **AMANDA-D.DRAKE@OUTLOOK.COM**. Your email should include the following details: your full name, contact information, order number, a detailed description of the problem, and any supporting materials such as photos or documents.

Our team will review your claim promptly and respond within 3 business days. If your claim is approved, we will send you instructions on how to return the product for repair or replacement. Please be aware that you will be responsible for the return shipping costs, while we will cover the expenses associated with shipping the repaired or replaced item back to you.