

Warranty Information

Thank you for purchasing a Tylza product. Within one year from your original purchase, the device will receive the manufacturer's limited warranty. During this time, any failure of the product will be repaired and parts replaced, provided that the equipment is used in the normal environment expected by the manufacturer.

Warranty Terms:

Within one year, at the manufacturer's discretion, any component of this equipment will fail due to materials or workmanship, and provide free parts or complete products to the original purchaser, and the purchaser will bear the transportation costs. We recommend that you keep the original packaging so that you have the required packaging when you return.

Warranty Covered:

1. The product cannot work normally due to process problems.
2. The internal compressor of the product is damaged due to non-human leakage.
3. The parts (PCB board, temperature controller, fans, evaporator coils, condenser coils, compressor, etc)

Warranty Exclusions:

The warranty will not apply if damage is caused by any of the following:

- Use unstable power supply, such as low voltage, high voltage, short circuit caused by household wiring failure.
- The inside of the device has been opened, altered, or abused. Such as the use of unauthorized accessories, abnormal working conditions (extreme temperature)
- For commercial environment or industrial use.
- Fire, water damage, theft, war, riot, hostility or acts of God such as hurricanes, floods, etc.
- Use of force or damage caused by external influences
- Partially or completely dismantled appliances
- This warranty is extended only to the original end-user purchaser or the person receiving the product as a gift, and shall not be extended to any other person or transferee.

Disclaimer:

The manufacturer will not take any responsibility for any man-made damages or accidents. If there is an accident caused by the product, we need you to cooperate with us to collect evidence and provide corresponding evidence, and we will claim compensation from the insurance company on your behalf. Tylza refrigerator has purchased product liability insurance, and the insurance company will cover all this.