Helhom's warranty

Within 3 months from the date of purchase, if warranty service is required, please contact us in the following way during the warranty period:

EMAIL: LEXI@MARVINATIONAL.COM

Email Subject: [Product Name] Warranty Application - [Your Name]

Content: Please describe the product problem in detail, including but not limited to the fault phenomenon and the time of occurrence.

Meanwhile, the following materials need to be attached:

1. Proof of purchase (such as invoices, order screenshots, etc.).
2. Product model and serial number (which can be found on the product body or packaging box).
3. Photos or videos (if any) that can help illustrate the problem.

Limitations

1. Damage caused by improper use, self - disassembly, force majeure, etc.
2. The product has passed the warranty period.
3. Malfunctions caused by non-original parts.