

Warranty Statement

Warranty Period

All products purchased through The Home Depot Marketplace are covered by a six (6) month limited warranty, effective from the date of delivery.

Warranty Coverage

Within the warranty period, if a product is found to have a manufacturing defect, the Buyer may request one of the following remedies at the Seller's discretion:

- Full refund (to process a refund, please also contact The Home Depot customer service through official channels).
- Partial reshipment (replacement of defective parts or items).
- Full reshipment (replacement of the entire product).

Warranty Exclusions

This warranty does not apply to damage or issues caused by any of the following:

1. Damage resulting from negligence, abuse, normal wear and tear, natural disasters, or accidents, including but not limited to burns, cuts, tears, abrasions, scratches, watermarks, indentations, or pet damage.
2. Damage resulting from unauthorized modifications or repairs, unless prior written approval has been granted by the Seller.
3. Products not purchased through The Home Depot Marketplace.
4. Claims submitted after the six (6) month warranty period has expired.

How to File a Warranty Claim

We kindly request that you contact us by email rather than by phone. Email communication allows both parties to keep a written record of the conversation, ensuring efficient and traceable support.

For any pre-sales or after-sales assistance, please contact us via our temporary service email at percyl651@gmail.com.

To ensure efficient service, please include the following in your email:

- Your **PO Number** or **Customer Number**.
- A clear **description** of the issue.
- Relevant **photos** showing the problem.

- If you prefer shipment to a different address, please provide the **alternate address**. If no alternate address is provided, we will ship to the **original order address by default**.

Our professional brand service team will review your request and follow up promptly within the warranty period.

Thank you for shopping with us.

Best regards,
Polibi Team