

Customer Couplet

Thank you very much for using our products.

Product Model Number:

Product Name:

Purchase Store:

Purchase Date:

Customer Name:

Customer Phone:

This couplet and the purchasing invoice are both considered as the Protection to fix warranty, so please reserve them carefully.

Feedback Couplet

Product Model Number:

Product Name:

Purchase Store:

Purchase Date:

Customer Name:

Customer Phone:

Customer Address:

Post Codes:

E-Mail:

Warranty Coverage and Duration

Our company provides a one-year warranty for the machine purchased, effective from the date indicated on your invoice. During this period, we will cover the cost of repairs for any product quality-related issues that arise under normal usage conditions.

Online Purchase Return Policy

For products purchased online, you are eligible for a 30-day, no-questions-asked return policy. If the return period exceeds 30 days, you will need to follow the warranty claim process outlined below.

Initiating a Warranty Claim

If you encounter a product quality issue during the warranty period, please follow these steps:

1. **Preliminary Diagnosis:** Contact us via email at support@garvee.com or customer phone service at +1 888 891 2855 to request a preliminary diagnosis of the issue.
2. **Repair Process:** If it is determined that your product requires professional repair, you may visit one of our authorized repair centers. Please bring the following:
 - Your purchase invoice
 - A completed customer form (available at the repair center or upon request)

Options for Non-Repairable Products: If your product cannot be repaired, you will have the option to return it or request an exchange.

Exclusions from Warranty Coverage

Please note that the following circumstances will void your warranty and free maintenance will not be provided:

1. Machines that have been modified or equipped with additional functions by the customer.
2. Alterations or changes to the Warranty Protection Card or purchase invoice will render the warranty void.
3. Lack of a valid Protection to Fix warranty.
4. Damage resulting from failure to follow the operating instructions outlined in the product manual.
5. Damage caused by unauthorized personnel attempting repairs.
6. Damage due to mishandling, movement, or dropping of the machine.
7. Damage resulting from improper maintenance, preservation, or usage by the customer.
8. Issues related to easily damaged components and consumable accessories.
9. Damage caused by force majeure events.

Important Documentation

Please keep your Protection to Fix warranty card and purchase invoice in a safe place, as both documents are necessary for warranty verification. Loss of either document will void your warranty.

For any questions or to initiate a warranty claim, please contact our customer service via email at support@garvee.com or phone call at +1 888 891 2855.

Thank you for choosing our products. We appreciate your trust and are here to ensure your satisfaction.