

5 YEARS WARRANTY

Our company adheres to the service principle of "customer and credibility first" to provide customers with long -term technical support and after -sales services.

Buying Wisfor mirrors, you will enjoy lifetime maintenance technical support, free electronic accessories within 5 years, and free returns within 30 days for products that are undamaged and in original packaging, 24-hour after-sales service 7 days a week will also be provided.

Technical Support for Life

For the products provided, it is guaranteed to have outer packaging, and the appearance of the packaging is not damaged and has not been opened. When the goods arrive, please confirm that the model and quantity are correct before installation and debugging.

Through the special design, the repair is extremely simple, any accessories are broken, you can easily replace it yourself, even if you know nothing about repairs.

If you have any questions during installation or use, please feel free to contact us. E-Mail: JayneMowles55@outlook.com

Free Warranty Period for Accessories (such as LED light strips) (except man-made damage)

Free warranty during the 5-year warranty period, that is, within five years from the date of transaction (subject to the official shipping date), if the purchased product has lights off, buttons malfunction, etc., our company will send corresponding replacement parts and operation videos to customers free of charge.

30-Day Return Policy

Any item purchased at the Wisfor store (even if with The Home Depot Consumer Credit Card, The Home Depot Commercial Revolving Charge or The Home Depot Commercial Account) must be returned within 30 days after purchasing if you want to return.

If you don't want it after picking up the goods, please ensure that the product and the original packaging are intact, and then contact us by email as soon as possible, or report to HOMEDepot. We have a specific return warehouse, you only need to return it according to this address, and upload the correct tracking number; If the product or packaging is

damaged, please do not apply for a return directly, please email us, and attach the real shot pictures, we will provide you with a satisfactory solution within 24 hours.

After-sales email: JayneMowles55@outlook.com

Return address: Lakedy Castma Inc, 30 Executive Avenue, EDISON, NJ, 08817, US

24 hours online service

Our technical service department has a 24-hour service mailbox: JayneMowles55@outlook.com. There is no rest on holidays.

After sending the email, we will reply you within 24 hours. The normal steps are: understand the fault situation → determine the maintenance matters → propose a solution.

If our company's products have quality problems caused by non-human factors or improper use during the warranty period, our company promises to provide technical support or replace mirrors/accessories within 15 working days to solve the problem.

Return Policy on Defective or Damaged Mirrors

Before a customer either accepts delivery or takes an order home from the store, mirrors should be inspected for defects or damage. If any exists, the customer should notify the driver about damages for options and refuse delivery if you do not want the damaged product.

Once delivery is accepted or a product is removed from the store by a customer, the product may be returned if the defects and/or damage are identified and reported to The Home Depot by contacting Customer Support by texting “Support” to 38698, 24 hours a day, 7 days a week, or calling for assistance at 1-800-430-3376, 7 days a week, 6a.m.

Missed Deliveries

If a customer does not accept a delivery within 30 days of the unit(s) arriving at the delivery facility, the order will be cancelled and the unit(s) will be returned.

Warranty Disclaimer

- (1) Wisfor is not responsible for extended warranty, or without invoice or receipt issued by Wisfor, excluding those who can prove to be covered by warranty.
- (2) Damage due to operator's misuse including water infusion, physical damaging, PCB burn-out are not covered by this Warranty Policy.
- (3) Any system bugs caused by unauthorized modifications, such as the mirror does not turn on, the lights do not light up, unstable system running due to mirror system upgrading by operators are not covered by this Warranty Policy.
- (4) Any bugs as known caused by original manufacturer or unable to be fixed by now via upgrading are not covered by this Warranty Policy.
- (5) Normal wearing down of mirror or other consumable parts is not covered by this Warranty Policy.
- (6) Damage due to any disassembling or repairing unauthorized by Wisfor are not covered by this Warranty Policy.
- (7) Short circuit of battery or cut-off of data cable by deliberated operation are not covered by this Warranty Policy.