Warranty Terms

Warranty Period

1. Customers are entitled to replacement or free repair service in case of quality defect(s) found in the product within 15 days upon receipt of the product.
2. Customers are entitled to free repair service for any product proven defective in material or workmanship that results in product failure during normal consumer usage and conditions within the valid warranty period, which is 12 months counting from the date of selling.
However, warranty period varies by product component and country of purchase. Please contact our after-sales service team via service@crystalhomeinc.com for detailed warranty information.
Warranty Exclusions
1. Products subjected to unauthorized repair, misuse, collision, neglect, mishandling, soaking, accident, and unauthorized alteration.
2. Products subjected to improper use or whose labels or security tags have been torn off or altered.
3. Products whose warranty has expired.
4. Products damaged due to force majeure, such as fire, flood, lightening, etc.
Warranty Claim Procedure
1. If failure or any problem occurs to your product after purchase, please contact us, or you can always contact our customer service through email at service@crystalhomeinc.com
2. Our customer service will guide you through the whole service procedure regarding any product issue or problem you have encountered.
We reserve the right to reexamine damaged or returned products.
Contact Card
Support Phone: (213)516-2282
Support Email: service@crystalhomeinc.com