

Warranty

Defective product

We offer a 1year full warranty

The warranty covers defects in materials and workmanship for 1year from the date of purchase

If you discover what you believe is a product defect, please contact qinowwireless@gmail.com. Our Support team will assess the issue remotely and provide specific return instructions if the case.

If we determine that a fault or defect is not covered under the warranty, we will notify you and inform you of any service or replacement alternatives that are available to you for an additional fee.

The warranty period is not extended if we repair or replace your product.

There are some exclusions to the Warranty, including but not limited to:

- Problems that result from external causes such as accident, abuse or misuse;
- Use that is not in accordance with the product instructions;
- Products which have had their housings opened or are otherwise tampered with
- Damages resulting from normal wear and tear, loss or theft.