WARRANTY

WARRANTY CLAIMS

There is a 90-day warranty for broken or any other problems that do not work properly. The warranty will start from the date of purchase which must be verified by proof of purchase.

Before making a claim, we may be able to answer your query, simply visit alice.yan@hiitio.com for further information. Our dedicated After-sale Team will endeavour to answer all messages within 48 hours. Please leave your purchase order number, along with some details of the problem, if you want a replacement part. We will arrange within 48 hours. lf there is out of stock, we will reply with a shipping date.

The product must be used in accordance with the instructions provided. For health reasons.

For other reasons, if the item needs to be returned, it must be cleaned and dried and operated within 90 days of receipt.

Type of warranty claim

Failure to follow the item instructions will invalidate the warranty. Attention please.

Does not include damage during, installation, but includes damage during transportation

Scope of responsibility

Shall not bear any responsibility for misuse or user damage and / or loss of parts during the installation of item.

After using, the damage and scratches of the item are not covered by the warranty.

The warranty relates to all bought in the Us and covers the following areas

Electrical parts: 3 month from the date of purchase