



Warranty Policy

At ZERO BREEZE, we stand behind the quality and craftsmanship of our products. We offer a warranty to provide you with peace of mind regarding the performance and durability of your purchase. This warranty policy includes **warranty coverage, warranty process, shipping fees, repair fees, and warranty exclusions** for orders from the contiguous US and the differences for other countries and regions.

Warranty Policy for orders from the contiguous US

Warranty Coverage

ZERO BREEZE offers a limited warranty that covers manufacturing defects in materials and workmanship for a specified period from the date of purchase. Every ZERO BREEZE order comes with a one-year warranty (Elechive two years). The warranty period and coverage may vary depending on the specific product and its components.

For products purchased from an authorized dealer, please contact the dealer directly for warranty-related issues. They will be responsible for handling the warranty process and providing any necessary assistance or repairs. The dealer will have the necessary information and procedures to guide you through the warranty claim process. If you have any questions or need further support, please reach out to the dealer from whom you made the purchase.

Warranty Process

Step 1. Warranty Claim

If you believe your product is experiencing a manufacturing defect covered under the warranty, please email us to support@zerobreeze.com, include your order number and a few pictures and a short video showing the issue you are having. The details you add, the quicker we can respond with an accurate answer. You are typically responded to within 1-2 working days, but more complex issues may take more time.

Step 2. Warranty Evaluation

Upon receiving your warranty claim, our team will evaluate the issue and may request additional information or evidence if necessary.

Some problems can be solved by yourselves under our professional guidance, such as problems caused by incorrect installation, or other wrong operations that are easily overlooked.

Problems that can't be solved on your side, we may require you to return the product for further inspection, in which case we will generate a shipping label and send it to you.

Please send the warranty product along with the completed warranty card and all attachments back to us in the original package with the protective foam.

Note:

Customers have 7 days from the day ZERO BREEZE sends the return label to ship back their unit, otherwise you will be charged for the return shipping.

Step 3. Warranty Resolution

The warranty product will undergo testing when we receive it.

If the issues don't match your explanation, you will be charged for the return shipping.

If the issue is determined to be a manufacturing defect covered under the warranty, we will, at our discretion, either repair or replace the product free of charge. If a replacement is provided, it will be of equal or comparable value to the original product. The replacement is still in accordance with the original warranty terms.

Shipping Fees

Within the Warranty Period:

If the product is within the warranty period and meets the warranty policy criteria, both the outbound and return shipping fees will be covered by ZERO BREEZE.

If the product is within the warranty period but the issues don't match your explanation, you will be charged for the return shipping.

Outside the Warranty Period:

If the product is outside the warranty period, any shipping fees associated with returning the product for repairs or replacement will be your responsibility. You will be responsible for covering the outbound and return shipping costs.

Repair Fees:

Within the Warranty Period:

If the product is within the warranty period and meets the warranty policy criteria, any necessary repairs will be covered by ZERO BREEZE.

Outside the Warranty Period:

If the product is outside the warranty period, you will be responsible for covering the costs associated with repairs, including parts, labor, and shipping. The price of repairs is determined on a case-by-case basis.

Warranty Exclusions:

The warranty does not cover damages or defects resulting from misuse, accidents, improper installation, unauthorized repairs or modifications, normal wear and tear, or any non-compliance

with the product instructions and guidelines.

The warranty does not cover incidental or consequential damages.

The warranty does not cover second-hand purchases.

The warranty does not cover gifted products.

The warranty does not cover giveaway prizes.

The warranty does not cover products purchased outside of zerobreeze.com.

The warranty for other countries and regions

For orders outside of the contiguous US , the above warranty policy still applies except for the following differences.

1. ZERO BREEZE doesn't accept returns or refunds for orders outside of the contiguous US.
2. Once warranty is claimed, after evaluation, defective parts may need to be shipped to us by customers.
3. After receiving the defective parts, ZERO BREEZE will check and repair them. The repaired or new parts will be shipped to customers. The repairs will be guided under the help of ZERO BREEZE professionals. We'll do our best to solve the problem as soon as possible. However, customers need to know the risk of repairs and it is not guaranteed to be successful.
4. The customer is responsible for bearing the shipping costs of defective parts. And if the unit is unrepairable, the customer needs to pay the shipping cost of the replacement from ZERO BREEZE.