

# Warranty

---

The warranty period is 12 months from the date of purchase. The warranty is only limited to free repair of the product purchased. Consumables and accessories are not subject to warranty.

If it is damaged or malfunctioned during normal use, it will be repaired free of charge within the warranty period. If it cannot be repaired, a replacement will be provided.

The following conditions are paid repairs even during the warranty period:

- (a) Failure and damage caused by misuse or carelessness;
- (b) Damage due to shipping;
- (c) Damage caused by pets (scratches, bites, touching the body or riding products);
- (d) Failure and damage caused by fire, earthquake, and other natural disasters;
- (e) Failure and damage during use other than general household use (long-term use for business, etc.);

In the following situations, no repairs will be provided regardless of the warranty period:

- (a) Products not purchased directly from Neakasa sales channels (e.g personal sales, auctions, etc.);
- (b) The customer disassembles the product or tries to reform it;
- (c) Consumables and accessories.

Shipping cost will be borne or reimbursed by Neakasa when the product is covered by warranty service. However cost of packaging materials will not be covered.

If it is not covered by the warranty, shipping cost and repair fees will be charged when returning.

The warranty period for the exchanged product is subject to the warranty period before the exchange (counted from the original purchase date);

Repair or replacement is only valid in certain countries.

Please contact [support@neakasa.com](mailto:support@neakasa.com) for guidance if you have a question or need to repair.

Regulations may be changed without notice. Neakasa reserves the rights to update warranty when needed. All repairs and request will be handled according to the most updated warranty.