

Nequga T21 Wireless Earbuds – Limited Warranty

Brand: Nequga

Manufacturer: Huizhou Tuopule Technology Co., LTD

Product Model: T21 Wireless Earbuds

1. Warranty Period

This product is covered by a **1-year global limited warranty** starting from the date of purchase. The purchase date is determined by the official invoice or proof of purchase.

2. Warranty Coverage

Under normal use, this warranty covers defects in materials or workmanship. Coverage includes but is not limited to:

- Malfunction of earbuds
- Charging case issues
- Battery defects
- Internal circuit failures

Exclusions (Not Covered):

- Damage caused by misuse, accidents, water immersion, crushing, or dropping
- Unauthorized disassembly or repair
- Normal wear and tear (including ear tips)
- Loss of the earbuds or accessories

3. Warranty Service Terms

- a. Full Refund: Within 30 days of purchase, customers are eligible for a full refund.
- b. Replacement: Within 1 year of purchase, customers are eligible for a free replacement in the event of non-human damage or manufacturing defects.
- c. Assessment: Our customer service team will evaluate the product condition and purchase date, and we will work with you to determine an appropriate solution, which may include a refund or replacement.
- d. Evidence Requirement: Photos or videos of the product may be required to confirm defects before processing warranty claims.

- e. Limitations: Exchanges or refunds are limited to one request per order.

4. How to Request Warranty Service

- a. Contact Customer Service: Please contact us through the Amazon store messaging system and provide your order number, purchase proof, and product details.
- b. Initial Assessment: Our team will guide you through basic troubleshooting and may request photos or videos of the product to confirm the issue.
- c. Return Instructions: If the product is confirmed to be eligible for warranty service, we will provide you with the return address and shipping instructions. Please ensure the product is securely packaged to avoid further damage during transit.
- d. Resolution: After confirmation, we will work with you to provide an appropriate solution based on the purchase date and product condition, which may include a refund or replacement.
- e. Return of Product: Once the solution is agreed upon, we will process it accordingly. Any replacement product will be shipped back to you through the original channel.

5. Important Notes

- a. Please keep the original packaging, accessories, and purchase proof for warranty service.
- b. This warranty does not cover indirect losses such as data loss, time delays, or incidental damages.

6. Contact Information

For any warranty inquiries or service requests, please contact us directly through the Amazon store messaging system under the seller.