



Aothia Limited 240 Elizabeth St Ste H1 - 3021 Elizabeth CO 80107-7546

Aothia Warranty Document

Product Information:

- Product Name: Leather Desk Pad Protector, Mouse Pad, Office Desk Mat
- Model: LP-001
- Serial Number: MP-122

Warranty Period:

This product is covered by a one-year warranty period starting from the date of purchase.

Coverage:

This warranty covers the following issues:

- Manufacturing defects: If the product exhibits any problems due to manufacturing defects under normal use.
- Parts damage: If any part of the product gets damaged under normal use, the manufacturer will be responsible for repair or replacement.

Warranty Conditions:

To activate the warranty, please ensure the following conditions are met:

- Provide proof of purchase: You need to provide proof of purchase, such as the order number or receipt.
- Product in good condition: The product must be in good condition, without any damage caused by misuse or mishandling.
- Follow usage instructions: Please use the product as per the instructions provided, and avoid any improper use that may cause damage.

Repair or Replacement Policy:

During the warranty period, if the product experiences any issues, we will take one of the following actions:

- Free repair: We will provide free repair service for the product, including part replacement and repair work.
- Product replacement: If repair is not feasible to resolve the issue, we will offer a replacement product.

Warranty Limitations:

The following situations are not covered under warranty:



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- Accidental damage: This includes but is not limited to damage caused by accidental drops, liquid spills, or improper handling.
- Intentional damage: This includes but is not limited to damage caused by intentional misuse or vandalism.
- Natural disasters: This includes but is not limited to damage caused by fire, flood, earthquake, or other natural disasters.

Repair Process:

If you need repair or wish to apply for warranty, please follow these steps:

1. Contact us: Please send an email to support@aothia.com providing your order number, contact information, and a detailed description of the product issue.
2. Submit an application: Our customer service team will further assist you in submitting the warranty application. You may be required to provide proof of purchase and product photos as evidence.
3. Repair handling: Once we receive your application, we will process it promptly. If repair is required, we will arrange for the product to be shipped back or provide repair guidance.
4. Completion of repair: Once the repair is completed, we will return the product to you. If product replacement is necessary, we will discuss with you and make arrangements accordingly.