

Warranty rules

Policy & Terms

Here at Etekcitec, we proudly stand by every product we distribute.

Etekcitec warrants all products to be of the highest quality in material, craftsmanship and service for minimum of 1 year, effective from the date of purchase. Warranty lengths may vary between product categories. For specific warranty terms, please refer to your product listing page or product operation manual.

Under the limited warranty, Etekcitec will repair, replace, or refund any parts found to be defective due to manufacturer flaws. This warranty extends only to personal use and does not extend to any product that has been used for commercial use, rental use, or any other use in which the product is not intended for. There are no warranties other than that expressly set forth with each product. This warranty is non-transferrable. Etekcitec is not responsible in any way for any damages, losses or inconveniences caused by equipment failure or by user negligence, abuse, or use not in accordance with the user manual or any additional safety, use, or warnings included in the product packaging and manual.

Furthermore, Etekcitec is not liable for incidental or consequential damages of any nature resulting from the use of this product and any liability shall not exceed the purchase price of the product.

This warranty does not apply to the following:

- Damage due to accident, misuse, abuse, alteration or vandalism.
- Improper or inadequate maintenance.
- Damage in return transit.
- Unsupervised use by children under 18 years of age.

Etekcitec and its subsidiaries assume no liability for damage caused by the use of the product other than for its intended use or as instructed above and within the user manual. Some states do not allow this exclusion or limitation of incidental or consequential losses so the foregoing disclaimer may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

What if my product is defective?

Should your product prove defective within the specified warranty period, simply return the defective part or unit in its original packaging with the following:

- An original copy of invoice

- Order confirmation
- Valid RMA number

Please package the product carefully to avoid damage during transit and address the enclosed contents to:

Etekciti Corporation

Anaheim, CA 92806

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.