



Warranty Policy & Counterfeit

Warranty Policy

Wacaco Company Limited policy is to honor product warranties and to perform services only on products purchased from an authorized Wacaco dealer and only accompanied by a receipt or proof of purchase. If you purchase a Wacaco product from an unauthorized dealer or if the original factory serial number has been removed, defaced or altered, your Wacaco Company Limited warranty will not be valid.

Unfortunately, there are some websites and dealers who claim to be authorized Wacaco resellers but are not. Products sold on these websites or from these dealers do not carry a warranty from Wacaco Company Limited. When you purchase products from an unauthorized website or dealer you are taking a risk, because these products may be counterfeit, used, defective, or may not be designed for use in your country. Please protect yourself and your Wacaco product by ensuring that you only purchase Wacaco products from an Authorized Wacaco Dealer.

To see a list of Wacaco authorized and unauthorized dealers and sellers, [please click here](#).

REMINDER: WARRANTIES ARE NON-TRANSFERABLE. SECOND-HAND ITEMS, INCLUDING SALES FROM WEBSITES SUCH AS EBAY AND CRAIG'S LIST, ARE NOT COVERED BY A MANUFACTURER'S WARRANTY.

Beware of counterfeit Wacaco products

Beware of counterfeit products trading off of the valuable goodwill of the WACACO® brand. Like many companies that have expended years and enormous resources in carefully developing brand recognition, Wacaco products are being unlawfully imitated and sold at inferior quality through unauthorized channels, and usually at drastically reduced prices. These inferior knockoffs, while not always easy to detect, are not produced by or for Wacaco Company Limited or under its control. Accordingly, these products do not meet Wacaco Company Limited's quality standards and are not covered by Wacaco Company Limited's warranty. The only way to ensure that you are purchasing genuine Wacaco products covered by Wacaco Company Limited's warranty, is to purchase through an authorized retailer.

We intend to vigorously investigate those who manufacture or sell counterfeit Wacaco products and take action against counterfeiters as appropriate to protect the value that the WACACO® brand has come to represent. If you have any questions concerning this issue, please contact our Customer Service at support@wacaco.com. We appreciate your help in maintaining the integrity of the WACACO® brand.

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.