

WARRANTY POLICY

E-Commerce Store Product Warranties

1. WARRANTY OVERVIEW

All products sold through our store come with manufacturer warranty covering defects in materials and workmanship. This document explains warranty coverage, claim procedures, and your rights.

2. STANDARD WARRANTY COVERAGE

2.1 What Is Covered

Manufacturer warranty covers: - Defects in materials (faulty components, poor materials) - Defects in workmanship (manufacturing errors, assembly issues) - Products that fail during normal use within warranty period - Parts and labor for authorized repairs - Replacement if repair not possible

Examples of covered issues: - Electronics that stop functioning - Buttons or switches that fail - Charging ports that malfunction - Screens with dead pixels (3+ pixels) - Battery failure (below 80% of rated capacity) - Manufacturing defects discovered after purchase

2.2 What Is NOT Covered

Warranty does NOT cover: - Accidental damage (drops, spills, impacts) - Cosmetic damage (scratches, dents, discoloration) - Normal wear and tear - Damage from misuse or abuse -

Environmental damage (water, heat, cold exposure) - Unauthorized modifications or repairs - Lost or stolen items - Software issues (unless hardware-related) - Consumable parts (batteries after 12 months, cables) - Damage from improper storage or transportation

Examples of non-covered issues: - Cracked screen from dropping - Water damage from spills - Scratches from daily use - Device damaged by power surge (without surge protector) - Modifications or jailbreaking - Repairs by non-authorized technicians

3. WARRANTY PERIODS BY CATEGORY

3.1 Electronics

Standard Electronics (headphones, mice, keyboards, speakers) - Warranty: 12 months from purchase date - Covers: Manufacturing defects, component failures - Battery warranty: 6 months (50% capacity threshold)

High-Value Electronics (smart watches, monitors, webcams) - Warranty: 24-36 months from purchase date - Varies by manufacturer - Extended coverage options available - Dead pixel policy: 3+ pixels for monitor replacement

Accessories (cables, chargers, phone cases) - Warranty: 3-6 months from purchase date - Covers: Manufacturing defects only - Cables: Fraying or internal wire breakage covered

3.2 Office Products

Office Equipment (laptop stands, desk lamps, organizers) - Warranty: 6-12 months from purchase date - Covers: Structural defects, mechanical failures - Normal wear excluded

3.3 Fitness Products

Fitness Equipment (yoga mats, water bottles) - Warranty: 6-12 months from purchase date - Covers: Material defects, leaks (water bottles) - Normal wear and tear excluded - Hygiene products: Limited warranty (material defects only)

4. WARRANTY CLAIM PROCESS

4.1 How to File a Claim

Step 1: Contact Customer Service - Email: warranty@ecommerce.com - Phone: 1-800-555-SHOP - Live Chat: Available on website - Provide: Order number, product name, issue description

Step 2: Provide Documentation - Original purchase receipt or order confirmation - Photos or videos demonstrating the defect - Serial number (if applicable) - Description of normal use and when issue started

Step 3: Receive RMA Number - Customer service reviews claim (1-2 business days) - If approved, receive Return Merchandise Authorization (RMA) - RMA number format: RMA-YYYYMMDD-XXXX - Valid for 30 days from issue date

Step 4: Ship Product - Package item securely in original box if possible - Include RMA number inside box and on outside - We provide prepaid shipping label via email - Keep tracking number for your records - Ship within 30 days of receiving RMA

Step 5: Repair or Replacement - We receive and inspect item (3-5 business days) - Determine: repair, replace, or deny claim - Email sent with decision and next steps - Repaired/replacement item ships back to you - Total turnaround: 2-3 weeks from shipping

4.2 Claim Decision Outcomes

Approved - Repair: - Item repaired at no cost - Returns to you with renewed warranty (90 days on repaired part) - Original warranty continues for remaining period

Approved - Replacement: - Brand new identical product sent - If unavailable, comparable replacement - New warranty starts from replacement date - Original accessories must be returned

Denied: - Reasons: Damage not covered, out of warranty, abuse/misuse - Item returned to you (you pay return shipping) - Option to purchase repair at discounted rate - Appeal process available

5. MANUFACTURER VS SELLER WARRANTY

5.1 Manufacturer Warranty

- Provided by product manufacturer
- Terms set by manufacturer
- We facilitate claims on behalf of customer
- Direct manufacturer contact also available

Manufacturer contact info: Provided on product packaging and manufacturer website

5.2 E-Commerce Store Warranty

- Some products include additional store warranty
 - Provides extra protection beyond manufacturer warranty
 - Faster claim processing through us
 - No need to contact manufacturer directly
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6. EXTENDED WARRANTY PLANS

6.1 Available Plans

1-Year Extension - Cost: \$9.99 - \$29.99 (based on product price) - Extends manufacturer warranty by 1 year - Covers same items as original warranty - Available at checkout or within 30 days of purchase

2-Year Extension - Cost: \$19.99 - \$49.99 (based on product price) - Extends manufacturer warranty by 2 years - Covers same items as original warranty - Includes priority claim processing

Accidental Damage Protection (ADP) - Cost: Additional \$14.99 - \$69.99 - Covers drops, spills, cracked screens - 2 claims per year - \$25 deductible per claim - Available for electronics over \$100

6.2 Extended Warranty Benefits

Why purchase extended warranty: - Products often fail after manufacturer warranty expires - Peace of mind for expensive items - Faster claim processing (priority support) - Transferable to new owner if you sell item - Pays for itself if product fails

How to purchase: - Select at checkout (before order completion) - Or within 30 days: Account → My Orders → Add Warranty - After 30 days: Extended warranty not available

7. SPECIFIC PRODUCT POLICIES

7.1 Electronics with Batteries

Battery Warranty: - Covered for first 6-12 months - Threshold: Below 80% of rated capacity - Headphones: 12 months - Smart watches: 24 months - Portable chargers: 12 months

Battery testing: - Diagnostic report required from device - Screenshots of battery health app - Charge cycle count documented

Battery replacement: - Covered if defective within warranty - Not covered if damaged or abused - Charging cycles exceed limit (500+ cycles for some devices)

7.2 Monitors & Displays

Dead Pixel Policy: - 3 or more dead pixels: Full replacement - 1-2 dead pixels: Not covered (industry standard) - Bright pixels (stuck on): Count toward threshold - Dark pixels (always off): Count toward threshold

Backlight issues: - Uneven backlighting: Covered if severe - Screen flickering: Covered - Dimming over time: Normal (not covered after 18 months)

7.3 Mechanical Products

Keyboards & Mice: - Key switch failure: Covered - Scroll wheel issues: Covered - Cosmetic keycap wear: Not covered - Sticky keys from spills: Not covered

Office Equipment: - Adjustment mechanisms: Covered for 12 months - Structural failures: Covered - Finish wear: Not covered

8. WARRANTY LIMITATIONS

8.1 Warranty Void If:

Voiding actions: - Product opened or repaired by unauthorized technician - Security seals or warranty stickers removed - Serial number altered, removed, or unreadable - Product modified or altered from original design - Used with incompatible accessories or power sources - Damage from failure to follow user manual instructions

Note: Warranty stickers stating "Void if Removed" may not be enforceable by law in US (Magnuson-Moss Warranty Act).

8.2 Limitations of Liability

Legal limitations: - Warranty limited to product repair or replacement only - Not liable for consequential damages (data loss, lost profits) - Not liable for indirect damages (missed appointments, travel costs) - Maximum liability: Purchase price of product - Some states don't allow exclusion of consequential damages

9. INTERNATIONAL WARRANTY

9.1 International Purchases

Warranty for international orders: - Same coverage as domestic - Customer responsible for return shipping to US - Shipping costs not reimbursed - Customs forms required for return shipment - Delays possible due to customs processing

Manufacturer international warranty: - Some manufacturers honor warranty globally - Contact manufacturer in your country - May require proof of US purchase - Service centers vary by location

9.2 Gray Market Products

Important: - We only sell authentic authorized products - Gray market items (purchased through unauthorized channels) may not have valid warranty - Always purchase from authorized retailers - Check manufacturer website for authorized reseller list

10. REFURBISHED PRODUCTS

10.1 Refurbished Warranty

Currently, we do not sell refurbished products. All items are brand new.

If we introduce refurbished products:

- Clearly marked as "Refurbished" or "Open Box"
- Minimum 90-day warranty
- Tested and certified by manufacturer or us
- Priced significantly below new items

11. WARRANTY TRANSFERABILITY

11.1 Can Warranty Be Transferred?

Standard manufacturer warranty:

- Typically transferable to new owner
- Requires proof of original purchase
- Warranty period continues from original purchase date
- Contact manufacturer to confirm transferability

Extended warranty plans:

- Transferable with product sale
- Must notify us of ownership change
- New owner must register warranty
- Original proof of purchase required

To transfer:

1. Email warranty@ecommerce.com
2. Provide order number and warranty plan details
3. New owner's name and contact information
4. Proof of sale/transfer

12. DISPUTE RESOLUTION

12.1 Denied Claims

If warranty claim denied and you disagree:

Step 1: Request Review - Email warranty@ecommerce.com - Subject: "Warranty Claim Appeal - Order #____" - Explain why you believe denial is incorrect - Provide additional evidence if available

Step 2: Supervisor Review - Claim reviewed by warranty supervisor - Response within 3-5 business days - May request additional information or photos

Step 3: Final Decision - Final decision communicated via email - If still denied, explanation of reasoning provided - Other options presented (discounted repair, replacement at cost)

12.2 Arbitration

Legal disputes: - Most warranty disputes resolved through customer service - If unresolved, binding arbitration may be required (check Terms of Service) - Arbitration conducted by American Arbitration Association (AAA) - Customer may opt out of arbitration within 30 days of purchase

13. STATE-SPECIFIC WARRANTIES

13.1 Implied Warranties

Magnuson-Moss Warranty Act: - Federal law governing warranties - Implied warranties (merchantability, fitness) may apply - Some states extend these protections - Cannot be disclaimed or limited in some states

State law variations: - Some states require longer warranty periods - Some prohibit certain warranty exclusions - "As-is" sales may not be permitted - Check your state's consumer protection laws

14. WARRANTY FREQUENTLY ASKED QUESTIONS

Q: Does warranty start from purchase date or delivery date? A: Warranty starts from **purchase date** (order date), not delivery date.

Q: Can I return a defective item after the 30-day return window? A: Yes! Defective items can be returned any time during warranty period.

Q: Do I get a new warranty if product is replaced under warranty? A: Yes, replacement products come with new full warranty period.

Q: What if manufacturer goes out of business? A: We will honor the warranty to the best of our ability with repair or replacement.

Q: Is there a limit to number of warranty claims? A: No limit, as long as issues are covered defects during warranty period.

Q: Can I upgrade to extended warranty after 30 days? A: Unfortunately, no. Extended warranties must be purchased within 30 days.

15. CONTACT INFORMATION

Warranty Claims: - Email: warranty@ecommerce.com - Phone: 1-800-555-SHOP - Hours: Monday-Friday, 9 AM - 6 PM EST

Extended Warranty Sales: - Email: extended-warranty@ecommerce.com - Phone: 1-800-555-SHOP

General Questions: - Email: support@ecommerce.com - Live Chat: www.ecommerce.com/chat

This warranty policy is subject to change. Please check our website for the most current version.

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16. YOUR CONSUMER RIGHTS

In addition to this warranty policy, you have rights under federal and state law. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

For more information: - Federal Trade Commission (FTC): www.ftc.gov/warranty - Consumer Financial Protection Bureau: www.consumerfinance.gov

We stand behind every product we sell. If you have any questions about warranty coverage, please don't hesitate to contact us!