



30-day money-back guarantee for any reason

- If for ANY reason you are not fully satisfied with your purchase experience within 30 days, we are happy to help with a replacement or refund.

18 months limited warranty for quality-related issues

- If your product is has a manufacturer defect, we want to improve your experience by giving you a replacement or refund. For a minimum of 1 after the date of purchase, we promise to cover any manufacturer defects your product may have. For specific warranty terms, please refer to your product listing page or product operation manual.

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.

This warranty DOES NOT apply to the following:

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

We take care of all quality-related issues with a replacement or full refund.

Reminder: Be sure to use your product as directed.

Free user support

Not sure how to fully utilize your Key Power product?

Contact our world-class, friendly support team for quick solutions.

What if my product is defective?

- If your product is deemed defective within the specified warranty period, simply return the defective part or unit in its original packaging with the following:
 - Original copy of invoice
 - Order confirmation (Order ID number)