

Service Information

Whether you need technical advice, repair, or replacement parts, contact the manufacturer at support@nekteck.com

Warranty

18-Month Warranty for Quality-Related Issues

- **Requests within country of purchase**

We will take care of all quality-related issues with a REPLACEMENT or FULL REFUND including any return shipping costs. Please note: Any provided shipping labels must be used within 7 days.

- **Requests from outside country of purchase**

We will take care of all quality-related issues with a FULL REFUND or REPLACEMENT. International shipping costs must be covered by the customer. If the item cannot be returned then we will offer a 50% REFUND.

- **Requests for orders shipped internationally**

We will take care of all quality-related issues with a FULL REFUND including any return shipping costs. This includes purchases shipped overseas from the USA via Amazon.

Proof of purchase or proof of warranty coverage is required

we will require proof that the warranty claim is valid. In this regard, we will ask you to send a picture of your damaged item or return your product to us for verification, send a picture of your receipt (or order ID number) for the purchase of the product that can allow us to determine the validity of warranty coverage on your claim.

Note: Purchasing from unauthorized sellers will VOID warranty.

What is not covered under warranty?

This warranty does NOT cover :

- Improper Use or Installation
- Improper Use or Installation
- Cosmetic damage
- Damage due to acts of nature or God. For example; lightning strikes, tornadoes and the like
- Accidents
- Misuse
- Abuse
- Negligence
- Commercial use
- Modifications to any part of the Product