

Warranty Policy for Quality-Related Issues

Warranty policy:

We provide 30 days money back guarantee for any reason and 12 months warranty (replace or refund) plus lifetime technical support.

Authorized retailers:

Our major authorized retailers' website is Aliexpress.com, Walmart.com and Amazon.com.

Purchases from other retailers:

Other retailers' after-sales support policies will vary. Please contact the retailer directly for specific guidance on their warranty process.

Unauthorized reselling of AOMAIS products is strictly prohibited.

Contact us:

Phone: 833-4266247 (US)

Mon-Fri 9am - 5pm (PST)

Email: support@aomais.com

Website: www.aomais.com/support

Facebook: www.facebook.com/AomaisTeam/

Note:

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.

FAQs:

1. What isn't covered by the warranty?

- Purchases from unauthorized re-sellers
- Improperly operated devices
- Lost or stolen products
- Purchases made over 12 months ago (unless otherwise stated)
- Non quality-related issues (after 30 days of purchase)
- Orders full refunded
- Free products

2. When does the warranty begin?

It begins the day you place your order.

3. How do I claim the warranty?

Before submitting a warranty claim, please refer to the specific FAQs for your product and attempt all troubleshooting suggestions.

If you believe the item is defective and under warranty, please submit a Return or Exchange request on the product's support page, or contact us at support@aomais.com.

4. What is a valid proof of purchase?

An Amazon order number or AliExpress username for a purchase made through AOMAIS Direct.
A dated sales receipt from an authorized AOMAIS Re-seller that shows a description of the product along with its price and seller.

5. What if I don't have any proof of purchase?

If you made your purchase through an authorized AOMAIS Re-seller, you may contact the Re-seller to see if they can provide a copy of your receipt.

If the product was a gift, you may ask the giver to provide you with a copy of the receipt or claim the warranty on your behalf.

6. Will the warranty be renewed if my product is replaced?

The warranty continues from the date of your original purchase. It won't be renewed after a replacement has been provided.

