

Warranty

90 day Limited Warranty

Tailor Toys LLC warrants the Physical Product, and only the Physical Product, against defects in materials and workmanship under normal use for a period of 90 days from the date of retail purchase by the original purchaser (“Warranty Period”). Under this Limited Warranty, if a hardware defect arises and a valid claim is received and approved by Tailor Toys LLC within the Warranty Period - Tailor Toys LLC will replace the defective Product with a new or refurbished Product.

To obtain warranty service please contact - support@poweruptoys.zendesk.com, you will need to provide proof of purchase details before receiving warranty service. You will need to provide detailed proof of the defect or malfunction. You will be asked to provide a detailed explanation of the problem accompanied with photos and videos. Our tech support will initially try to help you solve the issue your self. There is no need to send TailorToys LLC the damaged Product in return for replacement. Only after Tech support concludes and approves that item is damaged, a replacement will be sent.

Exclusions and Limitations: This warranty covers the normal and intended use of PowerUp Products. It applies only to the hardware product Tailor Toys LLC manufactured. that can be identified by the “PowerUp” trademark, trade name or logo affixed to it. The Limited Warranty does not apply to any non-“PowerUp” hardware product.

Tailor Toys LLC does not warrant that the operation of PowerUp Products will be uninterrupted or error-free. Tailor Toys LLC is not responsible for damage arising from failure to follow instructions.

This warranty does not apply to: (a) consumable parts, such as batteries, or protective coatings designed to diminish over time unless failure has occurred due to a defect in materials or workmanship; (b) damage caused by use with non-Tailor Toys LLC products; (d) damage caused by accidents, misuse, abuse, neglect, misapplication, fire, water, lightning or other acts of nature; incorrect electrical line voltage, fluctuations or surges; damage caused by improper installation; product alteration or modification; improper or unauthorised repair; exterior finish or cosmetic damage; (e) damage caused by operating outside the intended (f) defects caused by normal wear and tear or otherwise due to the normal ageing of the PowerUp product.