

Customer Support / Warranty Policy

LUXA2 warrants power, audio, holder solutions and accessory products contained in the original packaging to be free from defects in materials and workmanship when used normally for the following periods:

LUXA2 Product Guarantee	
Product	Warranty
Power Solution (Excluding WPC series)	TWO (2) YEAR
Audio Solution	ONE (1) YEAR
Holder Solution	ONE (1) YEAR
Accessories (Including WPC, Power Adaptor series)	ONE (1) YEAR

Please note the following is required for all warranty claims:

- We require a copy of the original proof of purchases
 - Screenshots are not accepted
 - Clear description of the product
 - Product's date of purchase
 - Invoice or receipt number
 - Reseller's contact information

LUXA2 service always lives with you! Just simply get help from links below to have your question well taken care of.

If you have any further question about our media lab device that you can't find info from our web or FAQ.

[FAQ](#) [Technical Support](#)

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.