

LELO Warranty

Making a Warranty Claim

At LELO, we stand by the quality of all our Pleasure Products. Should you have any issue with your LELO purchase, please consult our [product support pages](#).

If this does not solve the problem, please first [register your LELO](#) and follow the instructions to complete a LELO warranty claim.

Warranty Conditions (Pleasure Objects Only)

To activate your warranty simply go to the log-in section of our website and register as a user (in the top right hand corner of the page). Then register your product. Please keep your original purchase receipt as evidence that the date of your claim falls within the warranty period.

LELO products are of the highest quality and come with a 1-year worldwide manufacturing warranty. In countries mandating a longer warranty time, LELO extends the warranty appropriately.

This pleasure object is intended for adults only. LELO warrants this pleasure object for a period of ONE (1) YEAR, after the date of original purchase, against defects due to faulty workmanship or materials. If you discover a defect and notify LELO during the warranty period, LELO will, at its discretion, replace the pleasure object free of charge.

The warranty covers working parts that affect the function of the pleasure object. It does NOT cover cosmetic deterioration caused by fair wear and tear or damage caused by accident, misuse or neglect. Any attempt to open or take apart the pleasure object (or its accessories) will void the warranty.

Claims under warranty must be supported by reasonable evidence that the date of the claim is within the warranty period. To validate your warranty, please keep your original purchase receipt together with these warranty conditions for the duration of the warranty period.

Pleasure objects under warranty claim must be returned (together with Return Merchandise Authorization (RMA) number) to LELO carriage paid. Shipping costs are non-refundable.

This undertaking is in addition to a consumer's statutory rights and does not affect those rights in any way. If you experience any problems with your pleasure object, have any questions regarding its operation or believe you are eligible for a warranty claim, please contact customercare@lelo.com.

1-Year Warranty

Claiming on the 1-Year Warranty requires proof of purchase from a LELO Authorized Retailer within the warranty period. This should be returned with the product if it is discovered faulty, and once the fault is confirmed we will replace the product free of charge. If you purchased your product on our web shop we already have your proof of purchase on file.

10-Year Quality Guarantee

Open to everyone who has purchased a LELO personal massager, if you find your product is faulty outside the warranty period, or you have lost your proof of purchase you can claim on this warranty. You will then be entitled to 50% off your next LELO purchase.

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.