

Product & Warranty

Our Warranty

Oceanstar Design Group Inc. warrants our products to be defect free in material and workmanship for a period 90 Days from the date of purchase. Defective products may be sent back by the original purchaser or any subsequent owner within the warranty period, with proof of purchase date to Oceanstar Design Group Inc.

Defective products will be repaired or replaced, at manufacturer's discretion, free of charge. All replacement parts or units will be new or reconditioned. Parts or units, which are replaced, become the property of Oceanstar Design Group Inc. Warranty after repair or replacement will not be extended beyond the original 90 Days period.

The warranty does not apply to any unit that has been tampered with, or to damages incurred through improper use and care, faulty packing or mishandling by any common carrier.

What is NOT COVERED:

- Warranty does not include freight charges.
- Incidental or consequential damage caused by possible defects with this product.
- Damage to product caused by improper power supply voltage, accident, fire, floods or acts of nature.
 - Failure of product resulting from unauthorized modifications to the product.
 - Improper installation or failure to perform the necessary maintenance.
 - Used product
 - Products sold by un-authorized retailers.

Repairs

Repairs not covered by this warranty may be returned to Oceanstar Design Group Inc., postage prepaid. All repairs or services will be performed at current cost for parts and labor plus return postage. Please carefully box your package for shipping and it is **HIGHLY** recommended to return product by insured or by traceable means. Oceanstar Design Group Inc. is **NOT RESPONSIBLE** for any packages lost or damaged by any of the carriers.

Manufacturer's sole obligation and your exclusive remedy under this warranty are limited to such repair or replacement. This is a limited warranty and is in lieu of all other warranties, express or implied, including merchantability. This warranty gives you specific legal rights. You may also have other legal rights varying from state to state.

Returns

Products (except customized item) may be returned within 30 days of receipt. Returned products must be in new, fully functional, and undamaged condition. Returns must include the original box, packing materials, manuals, and accessories. You are also responsible for properly packing

the product in its original packaging, including all product manuals, parts and accessories, as well as insuring the value of the item. Any shipping damages that occur will be your responsibility to handle with the shipping agent. All returns must have a return authorization number (RA) and will be subject to a 20% restocking fee. Without an RA number the shipment will be refused at our warehouse. Once an RA number is issued, the merchandise must be returned within 15 days. The RA number expires after 15 days and will not be extended or renewed. You are responsible for all expenses associated with the return shipment of the product to us. **SHIPPING AND HANDLING COSTS ARE NOT REFUNDABLE AND THE PURCHASER IS RESPONSIBLE FOR THE COST OF THE RETURN SHIPPING.** All returns will be inspected, and Oceanstar reserves the right to adjust the refund depending upon the condition of the returned product.

Obtaining An Return Authorization (RA) Number

To obtain a RA number, please contact customer service at 1-909-708-8434 or email, with your order number, model number and reason for return. Please note: this only applies if your order was purchased directly from Oceanstar Design Group Inc. If your order was purchased through one of our authorized retailer, you will need to contact them directly regarding returns.

Damaged Shipments

If your package arrives damaged, please contact us within 72 HOURS of delivery at 1-909-708-8434 or via email at support@oceanstardesign.com to report any damages and arrange for a replacement. Sometimes damage from shipments may not be visible, so it is very important that you carefully check your new merchandise. If the damage is obvious upon delivery, you should refuse the shipment and note the damages to the driver. Then call or email us immediately to arrange for a replacement. Damaged shipments cannot be returned for a full refund or credited toward other Oceanstar Design products. Only replacements will be given for damaged items. Please contact our customer service at 1-909-708-8434 to obtain a RA number.

Website: <https://www.oceanstardesign.com>

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.