



All HooToo products come with 12 month full warranty from the date of its original purchase. We only cover HooToo purchased from our authorized distributors (listed below).



If you have purchased HooToo products from somewhere else, please contact seller for warranty cover.

In addition, the following are excluded from HooToo warranty cover:

- • Products purchased as 2nd hand or used
- • Products purchased from unauthorized retailer and distributor
- • Damage resulted from misuse and abusive action
- • Damage resulted from chemical, fire, radioactive substance, poison, liquid
- • Damage resulted from natural disaster
- • Damage caused to any 3rd party / person / device and beyond

The following are covered with HooToo warranty:

- •SunvalleyTek Internation Inc. (US, Canada)
- •Sunvalley Internation Inc.
- •Protrend Internation Inc.



How to make a return/exchange request

- If your purchase is within our warranty cover, and you believe it is defective, you can contact us to launch your return request.
- Please include all accessories, manuals, and original undamaged packaging when returning your purchase back to us. We must receive all original products in order to process your return or exchange request.
- To return your HooToo product, please email us at support@hootoo.com with your purchase order number and reasons for return.
- Once we have received your email, our customer support staff will assist you with the rest of the returning process.
- Please do not send us anything unless you are instructed to do so.

By Phone: 1-888-456-8468 ext: 4

Our working hours are from

Morning: 10:00-12:00 PST

Afternoon: 13:30-17:30 PST (Monday-Friday)

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.