

iBaby
<https://ibabylabs.com/product-warranty/>

365 Day Limited Warranty

Warranty & Return Policy

WARRANTY AND RETURN POLICY

Warranty:

Period	Return for refund	or Return for replacement	Who paid shipping?
Within 30 Days	Yes	Yes if undamaged	iBaby
31- 90 Days	Yes after being justified	Yes after being justified	iBaby
91 Days – 1 Year	No	Yes after being justified	Buyer
1 Year – 3 Years	No	Only to buyers who have received an extended warranty	Buyer

1. If the product(s) is damaged or defective within a reasonable time, iBaby offers the warranty as below.
1. iBaby warrants the product to be free from defects in workmanship and materials, under normal use, for a period of 12 months (standard) from the original invoice date, except as noted below. iBaby products can be repaired or replaced within the warranty period or returned for a refund (See “**Refund Procedures**” below) within 90 days if the products break down in the period of proper use.
2. The warranty extends only to consumer(s), NOT to any retailer(s) or reseller(s).
3. This warranty is effective only if the product is purchased and operated in the country in which the product is purchased.
4. Warranty claims for product defects, unless an extended warranty is registered, expire 12 months from the purchase day.
5. Warranty claims CANNOT be processed for items that have exceeded the warranty period.
6. The warranty does NOT cover the replaced product.
7. The warranty does NOT cover the refurbished product.
8. The warranty does have other limitations as below “**Warranty Limitations**”.
9. To obtain warranty service on iBabyproduct(s), follow “**Warranty Claim Procedures**”
10. Please keep the original packaging for 90 days for future returns if necessary.
11. The shipment is within US only, excluding international locations.
12. Replacement Monitor: The replacement we’ll send you will be a refurbished unit, not a brand new. We ensure all refurbished units undergo thorough inspection and testing before being sent out.

Warranty Claim Procedures:

1. Any product the customer believes is defective and seeks for warranty, the customer must provide to Customer Support:
2. **Valid proof of purchase (see below the definition of valid proof of purchase);**
3. Pictures and/or descriptions are required to claim defective merchandise;
4. Model number and Series Number label attached to each product
5. If the warranty claim is justified by iBabyCustomer Support, the customer(s) will obtain from iBaby a Warranty/Return Authorization Number (RMA Number) and prepaid shipping label.

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6. iBaby reserves the right to specify that items be returned to the designated warehouse for inspection or be inspected by our representative in the field or be retained by the customer.
7. Any claim for defective merchandise returns must be packed in original packaging
8. The item(s) will be repaired or replaced or a refund credit will be issued (within 90 days from the date of original purchase) once the item(s) are delivered.

When returning items with RMA# and a prepaid shipping label provided by iBaby, iBaby takes responsibility for any damage or loss incurred in transit.

Valid proof of purchase under this Warranty:

Order numbers from online purchases made through iBaby official store (www.iBabylabs.com) or iBaby's direct-authorized resellers, currently only at Amazon/eBay/Walmart. For product(s) obtained from other Channels, please contact the customer service of the Channel directly for the appropriate solution.

Warranty Limitations:

This warranty does not include:

1. Normal wear and tear;
2. Refurbished items;
3. Any condition resulting from other than ordinary residential wear or any use for which the product was not intended, such as use in rental or contract trade or commercial use;
4. Any condition resulting from incorrect or inadequate maintenance or care
5. Damage resulting from misuse, abuse, negligence, accidents, or shipping damage, exposed to environmental conditions temperatures, water, improper operation, improper installation, improper use of electrical supply; transportation damage; theft; vandalism.
6. Damage resulting from the attachment or modification of any unauthorized accessories;
7. Fail to show valid proof of purchase through iBaby official store (www.iBabylabs.com) or iBaby's direct-authorized resellers, such as iBaby official stores at Amazon/eBay/Walmart.
8. Lost or stolen products
9. Items that have expired their warranty period
10. No quality-related issues (after 30 days of purchase)
11. Free product/ Gift offer by iBaby
12. unauthorized repairs or modification;
13. Purchases from unauthorized resellers
14. Replaced Product(s)
15. **Certified Refurbished products are not covered by the warranty**
16. Accessories Product(s),eg. Adapters, cover etc.
17. Dissatisfaction due to buyer's remorse(after 30 days of purchase)
18. Free return within 30 days **excludes Alaska, Hawaii, and United States Minor Outlying Islands UM**
19. Please contact us or fill out the form for warranty registration within **60 days** of purchase, otherwise, the warranty is void

Refund Procedures:

1. Undamaged products can be returned for a full refund for any reason within 30 calendar days from the date of purchase or 90 days if justified by iBaby. Please reach out to iBaby customer support to initiate a return. Kindly state your reasons and provide **valid proof of purchase**. To be eligible for a full refund, your item must be in the original packaging and you must have **valid proof of purchase**.
2. iBaby support will create RMA and send the prepared label to you.

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3. Once the returned item arrives at the iBaby's warehouse for inspection, the refund process will begin. The refund will be credited back to the same payment method as your original purchase. Processing time typically takes 3-7 business days.
4. Returns may be rejected if items do not meet the above requirements. A prepaid return label will be provided upon request. Contact support@ibabylabs.com.
5. If the purchase is not made through iBaby authorized stores at Amazon/Walmart/eBay, please contact the retailer directly and follow their instructions for a refund.

Return an item on your own label for the REFUND.

1. Within 30 days from the date of your original purchase.
2. Kindly state your reasons and provide your order number and which platform to purchase.
3. iBabysupport will create RMA and share the corresponding return address with you. You will prepare the shipping on your own.
4. Your item must be in the original packaging and remains in unused condition.
5. Refunds will be issued once the item arrives at our warehouse.
6. Tips: for the refund to be processed in a timely manner, please be sure to send a return notification to iBaby by email with the following information: RMA, Name of the shipping carrier and tracking number.

The buyer will be responsible for shipping costs in the following situations:

1. Unauthorized returns without RMA#
2. Returning products for any reason other than a proven defect
3. Buyer's accidental returns (e.g. forget to pick up the item)
4. Returning defective items require international shipping
5. Returning items claimed to have defects but were found by iBaby inspection team to be in normal condition

Warranty Disclaimer

THE WARRANTY PROVIDED HEREIN SHALL BE THE SOLE AND EXCLUSIVE WARRANTY. iBaby SHALL HAVE NO LIABILITY FOR, AND EXPRESSLY DISCLAIMS ANY WARRANTY OR AFFIRMATION OF FACT, EXPRESS OR IMPLIED, OTHER THAN AS SET FORTH IN THIS WARRANTY STATEMENT, INCLUDING, WITHOUT LIMITATION (1) THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; (2) ANY WARRANTY OR AFFIRMATION OF FACT RELATED TO MISUSE, IMPROPER SELECTION, RECOMMENDATION, OR MISAPPLICATION OF ANY PRODUCT; AND (3) ANY WARRANTY OR AFFIRMATION OF FACT THAT THE CATALOGS, LITERATURE, AND WEBSITES IT PROVIDES ACCURATELY ILLUSTRATE AND DESCRIBE PRODUCTS.

iBaby reserves all the right for final interpretation of these Terms of Warranty and Return Policy above and the right to change, modify, add or remove portions of these Terms at any time without prior notification.

Free delivery to US

3-7 Business Days

Satisfied or refunded

Free Return within 30 days