



Warranty Policy

18-Month Limited Warranty

Every LUXE Bidet® product from 2Go Products, LLC undergoes a thorough quality test procedure and defects are rare. Some LUXE Bidet products come with a manufacturer's warranty. If a product is determined to have a manufacturing defect during the warranty period, LUXE Bidet will replace the defective parts. The default warranty period varies based on model, as described below:

12-month warranty	LUXE Footstool, LUXE Toilet Seat
18-month warranty	NEO 110, NEO 120, NEO 180, NEO 185, NEO 320, NEO 120 Plus, NEO 185 Plus, NEO 320 Plus

Terms

1. Warranty coverage excludes replacement of discolored or damaged parts as a result of strong cleaning or disinfecting chemicals.
2. Warranty coverage excludes damage or malfunction of the unit resulting from improper installation, negligence, misuse, abuse, or tampering by unauthorized repair personnel.
3. Under no circumstance will 2Go Products, LLC be held liable for any loss or damage, direct, consequential, or incidental, arising out of the use of or inability to use this product.
4. Owner of this product must immediately stop using and uninstall the product if any amount of leaking or dripping from the product is detected. Leaking can result from incompatibility of toilet fittings, improper installation, and use of old or damaged plumbing fixtures already present in the household.
5. Exposure to extreme temperatures, strong chemicals such as bleach, hydrochloric acid, etc., and high water pressure can cause damage to the product and can result in leaking or flooding. Therefore, the owner hereby releases 2Go Products, LLC, the manufacturer, and sellers of LUXE Bidet® products from any and all claims for bodily and property damage resulting from such conditions.

6. The owner hereby releases 2Go Products, LLC from any and all claims against damages to property or the product resulting from the misuse, improper installation, inadequate maintenance, or exposure to extreme temperature, water pressure, or strong chemicals.

Filing a Warranty Claim

To file a warranty claim or request replacement parts, please contact us at <https://www.luxebidet.com>. Please provide your order number and your shipping address. If your product has a LUXE ID, please provide it so that we can expedite your request. The LUXE ID is a 15-character alphanumeric code located on the product.

Registering Your Product

LUXE Bidet products purchased in new, factory-sealed condition are automatically covered under the default warranty period, as defined above. Products with a LUXE ID are eligible for an extended warranty. By registering your product, the warranty is extended by 6 months. Register your product at <https://luxebidet.com/pages/register>.

LUXE Bidet

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