

Product Warranty Card

Register now to extend your product warranty



US/Canada: 1-800-266-9986
Mon-Fri 9:00 am-5:00 pm CST (US)
Mexico: 1-800-099-6418
Mon-Fri 9:00 am-5:00 pm CDT (MX)



support@ijetech.com



www.ijetech.com

All the JETech protective case products are licensed by the U.S. patents. For more information, please check out.

<https://www.ijetech.com/patents/>

Our friendly customer service team will work hard to solve any product related problem. Simply contact us.

Item	Warranty Period (Months)
Screen Protectors	12 or lifetime
Cables & Adapters	12 or lifetime
Cases	12 or lifetime
Other Accessories	12

One (1)-Year Warranty for all products
Extend Your Limited Lifetime Warranty within 14 days

Let's register now at
www.ijetech.com/register-warranty

Or email warranty@ijetech.com
Subject your email:
Product Warranty Registration + Order Number.

Limited Lifetime Warranty is only valid for screen protectors, cases, cables and adapters that are considered defective.

Only for original purchases (doesn't apply for replacement or free products).

Only valid for purchasing directly from us or our authorized resellers.

Visit <https://www.ijetech.com/warranty/> for more information.

Thank you for choosing us.

Please read our warranty policy, your order number as your proof of purchase is needed in warranty repair, exchange or return.

1. 30-Day Money Back Guarantee

1.1 Undamaged products can be refunded for any reason within 30 days of delivery. Returns must include original packaging. The customer is liable for lost, stolen, or damaged returning packages.

1.2 For non-quality related warranty claims, the purchaser of the product ("customer") is responsible for shipping costs.

1.3 All requests for refund must be received within 30 calendar days of the order date. After 30 days, no return.

Requests for the 30-day money back guarantee expire 30 days after opening a claim.

All products returned to us will be subject to authentication. If any of the products are found to be counterfeit, it will be turned over to our legal department for legal actions. These counterfeit items are not to be used once in our possession.

2. Limited Lifetime Warranty

One (1)-year limited manufacturer warranty for all protective products. Warranty on all products allows the same warranty time-frame for original defective item, or 30 days after purchase, whichever is longer.

3. Limited Lifetime Warranty

We offer a limited lifetime warranty for screen protectors, cases, adapters and cables products being registered within 14 days from purchase date. The limited lifetime warranty is only valid for screen protectors, cases and cables that are considered defective.

The limited lifetime warranty can cover one (1) replacement of the originally purchased after one-year warranty. Once a warranty claim is used, the warranty is no longer valid. If the replacement is damaged from issues regarding manufacturing, or defectiveness within 15 days from the delivery date, the product can be re-applied for a warranty claim. After that, the warranty is voided. If the customer fails to register for the limited lifetime warranty, we only offer a one (1)-year warranty.

4. Warranty Process

- 4.1 The customer must provide proof of purchase if requested by us.
- 4.2 For quality-related warranty claims, customer must provide sufficient proof of warranty claim, including but not limited to: text description, images, and videos. Return for quality inspection is needed if requested by us.
- 4.3 During the warranty period, we will repair or replace any defective product or component at our option with new or rebuilt items. The product will be returned to the customer in working condition.
- 4.3 The warranty is non-transferable and are only available to the original end-user of the product.
- 4.4 The warranty is restricted to the country of purchase. The warranty is void on items taken outside the country they were originally bought

in or shipped to directly from an authorized purchase.

5. What Our Warranty Does Not Cover

- 5.1 Products without sufficient proof of purchase (including without order number, sales invoice or dated sales receipt).
- 5.2 Items that have expired their warranty period.
- 5.3 Non-quality related issues (after 30 days of purchase).
- 5.4 Defect if the product has not been used in accordance with the instructions or its normal and customary manner (including, but not limited to: accidental drops, installation failures, normal wear and tear caused by customer).
- 5.5 Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly).

5.6 Damage from outside sources.

5.7 Repairs through third parties.

5.8 Free products.

5.9 Lost or stolen products.

5.10 Purchases from unauthorized resellers.

LIMITATION OF LIABILITY

IN NO EVENT, UNDER ANY CAUSE OF ACTION OR THEORY OF LIABILITY, WILL JETECH, ITS DISTRIBUTORS, OR SUPPLIERS BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES, OF ANY NATURE WHATSOEVER, ARISING OUT OF THE USE OF OR INABILITY TO USE ANY PRODUCT, INCLUDING, WITHOUT LIMITATION, PROPERTY DAMAGE, LOSS OF VALUE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, OR LOSS OF USE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, EVEN IF JETECH HAS BEEN ADVISED OF