



Global Phoenix Warranty

General Information:

Global Phoenix designs and manufactures products that meet the needs of today's consumers, with a broad portfolio that includes a series of high quality Android tablets & netbooks, electronics accessories, solar powered lights & devices, digital SLR camera tripods, TV mounts, and a variety of home goods.

Inspired by the diverse needs of consumers, the Global Phoenix philosophy is to deliver truly innovative solutions that inspire productivity and fun. Global Phoenix is consistently delivering the newest and greatest devices and features to our clients and end users. We tailor our support services to encompass consistent communication with those who engage us to ensure that our company and products are performing at top tier standards.

Product Warranty

Global Phoenix is committed to working with you to ensure that every product under warranty performs to the manufacturer's specifications. Many products carry a manufacturer's warranty. Please see the warranty information for warranty holder and details. If your item has not been repaired to your satisfaction, Global Phoenix will work with you to obtain an appropriate resolution. In this event, please email customer service at, customerservice@globalpct.com, for return authorization.

1 Year Limited Warranty:

On all products sold as new, Global Phoenix will, within one (1) year from date of purchase, repair, or replace (at Global Phoenix's option), the product if product proves to be defective in material or workmanship under normal use.

Warranty Exclusions:

This warranty does not cover damages arising from normal wear such as accidents and misuse. This warranty does not cover damages from any alteration, service, or repair performed by any party other than Global Phoenix.

Support

- **Technical Support**

In our experience, many problems can be resolved with the assistance and technical expertise of the manufacturer.

- **Warranty Support**

Should your item require warranty services or is missing parts, please first contact the warranty service provider listed in the warranty section of the product.

If your item has not been repaired to your satisfaction, Global Phoenix will work with you to obtain an appropriate resolution.

Global Phoenix Customer Service:

Global Phoenix customer service can be reached at customerservice@globalpct.com, or 1-877-393-0269 between the hours of 9:30 AM - 6:00 PM EST Monday – Friday.