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Thank you for choosing Lifeware Group LLC aka “LW” products as the solution of your choice! Our goal is to provide quality products & ensure customer satisfaction. Please see details below for any warranty related questions.

WARRANTY

Lifeware Group LLC aka “LW” warrants all its hardware products, excluding refurbished items, with a one-year Limited Warranty against defects in workmanship and materials under normal use for a period of one year from the original purchase date. Refurbished products carry a 30-day Limited Warranty. This warranty does not cover accidental damage, misuse, improper care or alteration, or acts of God, such as water damage, floods and earthquakes.

Defective or Damaged Products

The warranty will cover defects in workmanship and in materials. Lifeware Group LLC aka “LW” will cover the shipping expenses if it finds that the product is defective in materials or workmanship and at no charge to you repair or replace the product at our discretion and return the product to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or country to country.

Proof of Authenticity / Proof of Purchase

When requesting a warranty replacement, we may require proof that the claim is valid. In this regard, we may ask you to submit some form of proof of purchase including a valid receipt. You may also need to submit a photograph of the product to prove its authenticity and/or show the defective part of the product.

Exclusions in Coverage

This warranty does not cover accidental damage, misuse, improper care or alteration, or acts of God, such as water damage, floods and earthquakes. The warranty is terminated if the original purchaser sells or otherwise transfers the product. This warranty does not cover damage attributed to the user. Lifeware Group LLC aka “LW” will not cover products under this warranty that have been misused, abused, or damaged due to improper care. Lifeware Group LLC aka “LW” also does not offer coverage on any third-party products; all inquiries about third-party products should be directed towards the manufacturer of those products. Shipping & handling exclusions apply & are not covered or handled under the warranty. Shipping will need to be paid for & shipped with a provider of your choice. We recommend shipping via reliable shipping service methods that provide carrier tracking details for tracking purposes.

Submitting a Claim

If you need to submit a claim on one of our products, please reach out via email at:
Info@lifewaregroup.com



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