

Warranty Policy

Adaptto E-Drive Ltd. products are warranted to be free from defects in materials or workmanship for one (1) year from the purchase date. Within this period, we will, at our sole discretion, repair or replace any components that fail in **normal** use. Such repairs or replacement will be made at no charge to you for parts and/or labor, provided that you shall be responsible for any transportation charges. Replacement products may be new or refurbished at our discretion.

This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks, stains and dents; (ii) consumable parts, such as batteries or wires, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water (in excess of specifications), flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone who is not an authorized service provider of Adaptto E-Drive Ltd.; or (v) damage to a product that has been modified or altered without the prior written permission of Adaptto E-Drive Ltd.

Repairs have a ninety (90) day warranty. If the unit sent in is still under its original warranty, then the new warranty will be the longer of ninety (90) days or the balance of the original one year warranty.

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. Subject to applicable law, in no event shall our liability exceed the purchase price of the Hardware.

RETURNS

You may return to us any functioning Adaptto E-Drive Ltd. product you purchase from us within 14 days of purchase for a full refund (based on your method of payment). If you purchased a Adaptto E-Drive Ltd. product from a third party, such party will provide information about eligible returns. For all returns, including warranty returns, you must pack your Adaptto E-Drive Ltd. product in its original packaging and include all accessories and documentation. We reserve the right to charge for any damage to the Adaptto E-Drive Ltd. product, and missing part fees may apply.

Please contact Customer Service (sales@adaptto.ru) prior to returning any product to receive a return authorization form. You will be responsible for, and pre-pay, all return shipping charges and shall assume all risk of loss or damage to product while in transit to us. We recommend that you use a traceable method of shipping for your protection. We will pay for shipping to return any product to you.

Email us at sales@adaptto.ru to obtain a return authorization form (RAF). Once you have obtained the RAF, we will contact you in order to specify the details after which you will be able to send us your purchased Adaptto E-Drive Ltd. product. Shipping fees for returns are your responsibility. Return shipping instructions and return address will be included in your RAF document provided by Adaptto E-Drive Ltd.

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