

CONOW Warranty Policy

This policy applies to the European region only.

Warranty Policy

- The warranty period for all CONOW products is consistent with the terms specified in the warranty provisions.
- If the product is under warranty, you may contact CONOW at its official email address, support@conow.com, for free repair service. If the product is out of warranty, repair services will be chargeable. This service is intended to resolve product malfunction issues.

Conditions Not Covered by Free Warranty Service

1. The product is out of warranty, and the service request date is later than the warranty expiration date.
2. Failure to provide valid proof of purchase, receipt, or invoice, or if such documents are suspected to be forged or altered.
3. Inability to provide necessary information, such as model name, serial number, images or videos demonstrating the product fault, or if the product label or serial number shows signs of tampering, alteration, or water damage.
4. Damage resulting from unauthorized circuit modification, mismatched or improper use of the product; damage due to unauthorized modification, disassembly, or opening of the housing, or failure to follow official instructions or manuals; any malfunction or damage caused by dropping, burning, or unauthorized use or modification of the product, including exposure to moisture, ingress of foreign objects (water, oil, sand, etc.), or improper installation or operation.
5. Damage caused by uncontrollable external factors such as fire, flood, strong wind, lightning, or traffic accidents.
6. The product is confirmed to have no defect after all relevant tests are conducted by an authorized CONOW repair center.

Note: CONOW reserves the right to refuse service in other circumstances not listed in this policy, provided sufficient evidence is available.

Repair Cost Standards

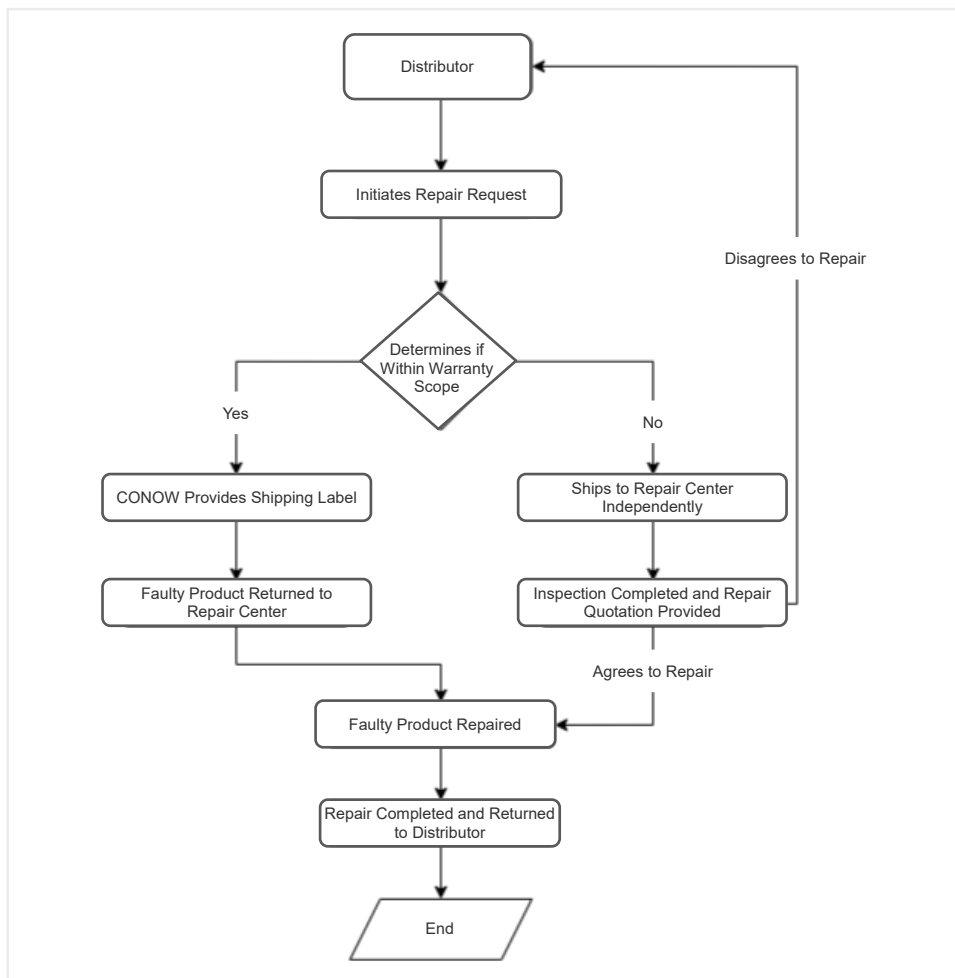
- If the product does not fall under the free warranty service conditions (refer to the Free Warranty Service Conditions), repair will be chargeable.
- If the product is not covered under warranty, repair will be chargeable. Chargeable repair quotation standards:
 1. Spare Parts Cost: The cost of replacing the same part may vary across different repair cases depending on the repair stage or manufacturing cost. The repair center provides only module-level repairs, not component-level repairs; therefore, cost estimates are based on the module level.

2. Labor Cost: The required direct and indirect labor costs, which may fluctuate with changes in the labor market.
3. Shipping Instructions

Within Warranty Period: CONOW will provide a shipping label and cover all shipping costs during the warranty service, provided the customer uses CONOW's shipping service. Freight collect shipments are not accepted. Losses resulting from incorrect information provided by the customer shall be borne by the customer.

Out of Warranty Period: The customer is responsible for round-trip shipping costs.

Repair Process



1. Initiating Repair Service: The distributor provides the following information:

- Valid proof of purchase, receipt, or order number;
- Distributor name, email address, and complete shipping address for repair;
- Description of product fault, images or videos, and serial number.

Note: If the product was transported by a CONOW carrier and is damaged, proof of damage must be provided.

2. **Warranty Scope Confirmation:** CONOW will determine whether the service request date is within the warranty period based on the proof of purchase, receipt, or order number. If valid purchase information cannot be provided, the product is not covered under warranty.
3. **Within Warranty Period:** CONOW will provide a shipping label via email. The distributor may return the faulty product to the repair center according to the shipping instructions. If only the main unit is faulty, it is recommended to send only the main unit. Please take photos before shipping and inform us of the quantity and items returned.

Out of Warranty Period: The distributor may choose a suitable shipping company to return the product. If no suitable shipping company is available, contact CONOW to arrange return shipping at actual cost. The repair center will inspect the faulty product within 3 business days of receipt and provide a repair quotation via email. If repair is agreed upon, it will be arranged. If repair is declined, the faulty product will be returned at the distributor's expense.

4. **Faulty Product Repair:** After receiving the faulty product, CONOW will complete the repair within 5–7 business days. General faults are typically resolved within 5 business days, while complex faults may take up to 7 business days.
5. **Product Return:** After repair completion, the product will be shipped back to the address provided by the customer. Logistics information and tracking numbers will be provided via email.