

WARRANTY

CARRO Limited Warranty

CARRO warrants to the original purchaser that this CARRO ceiling fan is free from defects in materials and workmanship under normal use at the original installation location. This Limited Warranty applies only to defects arising solely from manufacturing, as determined exclusively by CARRO.

CARRO's sole obligation under this Limited Warranty, and the purchaser's exclusive remedy, shall be limited, at CARRO's sole discretion, to the repair or replacement of any defective part or component.

Except as expressly stated in this Limited Warranty, all costs associated with warranty service, including but not limited to labor, installation, removal, transportation, expedited shipping, and third-party service fees, shall be the sole responsibility of the purchaser.

Obtaining Warranty Service

Warranty registration is not required. To obtain warranty service, the purchaser must provide proof of purchase (such as the original receipt) from an authorized dealer. CARRO may, at its sole discretion, accept a gift receipt.

Do not return any product or parts to CARRO without prior authorization. All returns must include a valid Return Merchandise Authorization (RMA) number issued by CARRO Technical Support. Unauthorized returns will be refused, and any costs associated with retrieving such shipments shall be the purchaser's responsibility.

To request warranty service, contact CARRO:

- Email: cs@carrohome.com
- Phone: (888) 253-2374

What Does This Warranty Cover ?

All Parts & Motor – Three (3) Year Limited Warranty

If any component of the CARRO ceiling fan fails within three (3) years from the date of purchase due to a manufacturing defect, as determined solely by CARRO, CARRO will, at its sole discretion, provide repair or replacement of the defective part or component at no charge, subject to the Replacement Parts and Shipping policy below. This Limited Warranty applies to the original purchaser and to normal use at the original installation location only.

Replacement Parts and Shipping

Within the three (3) year warranty period, for the first approved warranty replacement request, if CARRO determines that a replacement part, component, or product is required, CARRO will provide the applicable replacement part, component, or product and cover standard shipping/delivery costs at no charge. For each subsequent approved replacement request for parts or components during the same warranty period, CARRO will provide the required replacement part or component at no charge, but the purchaser shall be responsible for all shipping/delivery costs. This warranty does not cover any additional costs, including but not limited to labor, installation, removal, reinstallation, electrician fees, or other third-party service fees.

Replacement Policy

The term "All Parts & Motor" limited warranty does not mean that the entire product will be replaced for every warranty issue. If CARRO determines that the product does not have a severe quality issue requiring whole-product replacement, CARRO will prioritize replacing the defective part or component. Whole-product replacement will be provided only when CARRO determines, at its sole discretion, that the issue cannot be reasonably resolved by replacing parts or components. If an exact replacement part, component, or product is not available, CARRO reserves the right, at its sole discretion, to provide a comparable or functionally equivalent replacement part, component, or product.

Exclusions and Limitations

This Limited Warranty does not cover:

- Labor Costs: Including installation, removal, or replacement by electricians or other service providers.
- Consumables: Including batteries and light bulbs.
- Final Sale Items or non-CARRO products.
- Products purchased from unauthorized dealers or without valid proof of purchase.
- Products installed outside the United States or owned by someone other than the original purchaser.

This Limited Warranty also does not cover:

- Normal wear and tear or cosmetic damage.
- Damage resulting from:
 - Improper installation or failure to follow instructions
 - Misuse, abuse, or neglect
 - Unauthorized modifications or repairs
 - Improper maintenance
 - Incorrect voltage, power surges, or electrical issues
 - Use of incompatible parts or accessories
 - Environmental factors, including but not limited to moisture, humidity, corrosion, sunlight exposure, or natural disasters (e.g., floods)
 - Damage caused by animals or external forces

To the fullest extent permitted by law, CARRO shall not be liable for any indirect, incidental, or consequential damages arising from the use or inability to use the product.

Some states do not allow limitations on implied warranties or the exclusion of incidental or consequential damages; therefore, the above limitations may not apply.

General Terms

This Limited Warranty applies only to the original purchase and begins on the original date of purchase. Any replacement parts or products provided under this warranty shall be deemed part of the original purchase and will not extend the original warranty period.