1-Year Warranty

We provide a 1-year limited warranty (the “Warranty Period”) for all new and unused products purchased from us, subject to presentation of the original proof of purchase, for total or substantial defects caused during the Warranty Period by manufacturing, parts, or workmanship defects.

This warranty does not apply to damage caused by other factors, including but not limited to:

(a) normal wear and tear;
(b) abuse, mishandling, accident, or failure to follow operating instructions;
(c) exposure to liquid or foreign object ingress;
(d) repair or modification of the product by anyone other than our company.

Our warranty covers all costs associated with repairing or restoring a product that has been proven defective to conform to its original specifications, including the replacement of any defective parts and necessary labor. A replacement product may be provided instead of repairing the defective product. Our sole obligation under this warranty is limited to such repair or replacement.

Any claim requires a receipt showing the date of purchase, so please keep all receipts in a safe place. Although greatly appreciated, product registration is not required to activate any warranty, and product registration does not remove the need for the original proof of purchase. If repairs are performed by an unauthorized third party and/or non-Company-provided spare parts are used, the warranty will be void.

You may also arrange for service after the Warranty Period expires for an additional fee. These are the general terms of our warranty service, but regardless of the warranty terms, we always urge customers to contact us if they have any issues. If you have questions about our products, please contact us at surport@rwflame.com, and we will do our best to resolve them for you.