

Warranty Policy

- EVERY **BRAND-NEW** PRODUCT of Productech Corp purchased directly from Lowes.com Marketplace is covered by a **1-year warranty***.
 - **REFURBISHED** items for sale have a **90-day warranty**.
 - THE **WARRANTY PERIOD** begins on the **date of purchase**.
 - If the product is determined to be defective, PURO²XYGEN will replace the product or its defective parts (with new or refurbished product) or refund your purchase.
 - If you experience any issues with your PURO²XYGEN product, our Customer Care Agents are ready to help you. Please use [Contact Us](#) form.
- * Since July 1, 2018 all our brand-new products come with a 1-year warranty, i.e. all the items sold after this date are subsequently serviced based on the warranty statements mentioned above. In case you purchased any PURO²XYGEN product prior to the 1st of July 2018, you are even luckier to have a product with special warranty terms and post-selling service conditions.

Productech Corp undertakes the product replacement/refund if:

- the product doesn't work or is defective due to improper materials or workmanship;
- the product doesn't match the description of the photos;
- the product arrived with missing parts or accessories;
- the product arrived damaged;
- you received a wrong item.

The following cases ARE NOT covered by the Productech Corp warranty:

- purchase of the product from unauthorized persons or shopping channels;
- minor faults in the quality of a product which do not affect the product's value or technical condition;
- sound characteristics (sound is a subjective matter and is not warranted);
- faults resulting from improper use (e.g. mechanical damage, incorrect operating voltage, improper use); the proper use conditions are stated in the user's manual;
- damages or defects caused by normal wear and tear (scratches, attritions, abrasions etc.), extreme temperature or humidity;
- faults resulting from accidental or intended damage;
- any modification of PURO²XYGEN products made by you or a third party;
- product loss;
- expired warranty period.

How to claim your warranty?

Productech Corp strives to build every product with the highest attention to detail and craftsmanship. However, sometimes there may be occurrences of defect. In such a case, we will proceed with one of the options below:

- replace the product with the same model or its defective parts (with new or refurbished product), or
- issue a refund.

For any issues with your product, please go to [Support section](#) and choose your issue.

In order for us to serve you better, please provide the following information as a proof of purchase for a valid warranty claim:

- the marketplace where the product was purchased - Lowes.com;
- order number;
- product model;
- date of the purchase.

Please note:

- If the product was purchased for US location and needs to be replaced by warranty outside the US, we can send the replacement unit internationally. However, it will be necessary to pay the shipping cost. In case the product was initially purchased for another country, we don't ask to pay for the international shipping of the replacement.

Product registration

[Register](#) your Productech Corp product within 14 days after you receive it to get the following benefits:

- 1 Year Warranty
- Lifetime Support
- Up to 3 FREE accessories replacements for your product within the warranty period
- Access to awesome monthly product giveaways
- A sweet little surprise from us!