

Limited Product Warranty

Your quality Keyquest product is warranted to be free from manufacturer's defects in material and workmanship, provided that the unit is used under the normal operating conditions intended by the manufacturer.

If you encounter any problems with your product, please look through trouble shooting part in our user manual. You also can contact our customer service department by email to b2b2@keyquest.com (FAQ purpose only).

Terms of Warranty

Keyquest warrants all typecase to be free from defects in materials and workmanship for 90 days on labour.

Based on valid receipts, all returns are guaranteed within 30 days from the date of purchase, replacements are acceptable within 90 days from the date of purchase.

After 90 days of purchase, you can get a discount of 20% when reordering the same/similar products, repair and replacement are not available.

For returns via express, freight prepaid is required.

Disclaimer

The manufacturer shall not be liable for any of the following circumstances:

1. Any alterations, abuse, misuse, labber, battery corrosion or accidental damage voids the warranty.
2. Function disabled caused by improper operation like improper power supply.
3. Appearance scratching after using.
4. The warranty does not cover accessories missing by customer.
5. Other circumstances, such as transportation damage, etc. Please confirm the product condition before signing for the express delivery.