



(877) 930-3592

www.tvilum.com

Warranty Policy

Tvilum warrants to the end user that products will be free from defects in materials and workmanship. This warranty lasts for one (1) year from the date of purchase. If manufacturer defects with the product are detected, contact Tvilum within one year for a possible replacement part or replacement unit, to be determined by Tvilum.

Tvilum reserves the right to evaluate, approve and research the claim and the original purchase. Buyer's remorse, lost, damaged during assembly or damaged in transit products are not covered under the warranty policy.

Warranty Exclusions

This warranty does not apply to any costs for the following:

1. Service calls to assemble units.
2. Damage resulting from mis-use, abuse, accidents, alterations or improper assembly.
3. Corrective work necessitated by repairs.
4. Defective products or parts from an unauthorized Tvilum retailer.

Contact Us

For any questions regarding the warranty policy, please contact Tvilum at help@tvilum.com or (877) 930-3592.