

Refund policy

Intro

eufy provides a straightforward warranty that is processed in the most hassle-free way possible. Products sold by eufy as refurbished ("pre-owned") come with their own unique warranty that you can find on the product listing or contact us at support@eufylife.com with your order receipt for confirmation.

This limited warranty provided by the manufacturer in no way affects a potential statutory warranty provided by law.

Item	Warranty Period	Software support security update period
MACH	24 Months	24 Months
RoboVac	12 Months	12 Months
HomeVac	24 Months	24 Months
Smart Home	18 months	18 months
Smart Scales	15 Months	15 Months
Accessories	30 Days	30 Days
Security	12 Months	12 Months