

# 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](mailto: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
MACH	24 Months
RoboVac	12 Months
HomeVac	24 Months
Smart Home	18 months
Smart Scales	15 Months
Accessories	30 Days
Security	12 Months

## 30-Day Money-Back Guarantee for Any Reason

Undamaged products may be returned for a full refund for any reason within 30 days of the date of purchase. Once the returned item arrives back in eufy's warehouse for inspection, the refund process will begin.

- Returns must include all accessories
- Items must include original packaging
- For non-quality related warranty claims, buyer is responsible for shipping costs
- For non-quality related warranty claims, eufy refunds the cost of the product itself
- Returns may be rejected if product does not meet the above requirements

*Refund requests for the 30-day money back guarantee expire 30 days after opening a warranty claim. It is not possible to process a request for a refund for non-quality issues for items that have expired this 30-day window. For purchases not made directly through eufy's online stores, please contact retailers for refunds. For quality-related issues, please see below.*

## Warranty Claims for Quality-Related Issues

All quality-related defects on items sold directly by eufy or eufy's authorized resellers are covered by an extensive warranty, starting from the date of purchase.

eufy's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized online purchase.

Quality-related warranty claims on purchases made through eufy's authorized distributors and retailers are handled through eufy.

For quality-related warranty claims, items will be replaced with suitable replacement parts or a factory refurbished model of equal value when available, otherwise a new item will be sent.

Warranties on all replacements follow the same warranty timeframe of the original defective item, or 3 months after being replaced, whichever is longer. Warranties on products are void after having been fully refunded.

Process:

- Buyer must provide sufficient proof of purchase
- eufy must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It may be necessary to return the item for quality inspection

Valid proof of purchase:

- Order number from online purchases made through eufy or eufy's authorized resellers
- Sales invoice
- Dated sales receipt from an authorized eufy reseller that shows a description of the product along with its price

*Please note more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to).*

*Warranty claims for product defects expire 90 days after opening a warranty claim. It is not possible to process a warranty claim for items that have expired their original warranty timeframe or 90-day warranty claim request period, whichever is longer.*

Shipping costs must be covered by buyer in the following situations:

- Returning products for any reason other than a proven defect
- Warranty claims on items taken outside the original country of purchase
- Buyer's accidental returns
- Returning personal items
- Returning items claimed to have defects but found by eufy quality control to be in working condition
- Returning defective items in international shipping
- Costs associated with unauthorized returns (any returns made outside of the approved warranty process)

Not Covered Under Warranty:

- Products without sufficient proof of purchase
- Lost or stolen products

- Items that have expired their warranty period
- Non quality-related issues (after 30 days of purchase)
- Free products
- Repairs through 3rd parties
- Damage from outside sources
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)
- Purchases from illegitimate resource

eufy is not liable for:

- Loss of data incurred from use of eufy products
- Returning personal items sent to eufy

*When returning items with a prepaid shipping label provided by eufy, eufy takes responsibility for any damage or loss incurred in transit. When returning items for non-quality issues, buyer assumes responsibility for any damage or loss incurred in transit. eufy does not provide refunds for items damaged in transit for non-quality related warranty claims.*

#### Authorized Resellers and Distributors

Region	Official seller	Warranty covers purchases from
US/CA	eufy website	eufy
US/CA	Amazon.com	eufyhome
US	Amazon vendor	online
US	eBay.com	ankerdirect, anker_outlet_store, eufy_official_store
US	Newegg.com	Anker Official Store
US/CA	Aliexpress.com	ANKER Official Store ANKER Officialflagship Store EUFY Official Store eufy
US	Wish.com	Ankerdirect
US	Costco Next	Anker
US	Google Express	Anker, Eufy Official Store
US	B&H Photo	in store & online
US	Walmart	in store & online & offline
US	Costco	in store & online
US	BestBuy	in store & online
US	Target (US only)	in store & online
US	Micro Center (US only)IPSG/MICROELECTRONICS INC	in store & online
US	Woot	in store & online

US	Tophatter	online
US	ABT ELECTRONICS.COM	in store & online
US	Adir Intl dba La Curacao	in store & online
US	ADORAMA INC	in store & online
US	BARNES & NOBLE COLLEGE BOOKSTR	in store & online
US	BELK INC	in store & online
US	BJ'S WHOLESALE CLUB INC.	in store & online
US	BLOOMINGDALES	in store & online
US	BRANDSMART	in store & online
US	Canal Alarm Devices	in store & online
US	Dillard's	in store & online
US	DM/Rarewaves	in store & online
US	Electronic Express Inc	in store & online
US	EMPLOYEE PURCHASE	in store & online
US	GamerCandy	in store & online
US	GamerCandy Ebay	in store & online
US	HEB GROCERY	in store & online
US	INMOTION ENTERTAINMENT	in store & online
US	JUSTIN MILLER	in store & online
US	Kohl's	in store & online
US	Nebraska Furniture Mart	in store & online
US	OFFICE SAMPLE REQUEST	in store & online
US	PIP GAMING & ELECTRONICS	in store & online
US	Rakuten Commerce LLC	in store & online
US	RYMAX CORP	in store & online
US	RYMAX CORP.COM	in store & online
US	SHOPHQ	in store & online
US	UNBEATABLESale.COM	in store & online
US	Urban Outfitters.com	in store & online
US	WAYFAIR	in store & online
US	COKeM International (US only)	in store & online
US	ADORAMA CAMERA INC	in store & online

US	ADVANCED TECHNOLOGY GROUP INC	in store & online
US	ALTEX ELECTRONICS LTD	in store & online
US	AMERINET CONSULTING LLC	in store & online
US	GamerCandy	in store & online
US	AUDIO VISUAL INNOVATIONS INC	in store & online
US	AZTEK SYSTEMS	in store & online
US	BEACH AUDIO INC	in store & online
US	BEACH TRADING CO.	in store & online
US	BLUE TECH INC	in store & online
US	BMROBOT LLC	in store & online
US	BRANDSOURCE WAREHOUSE LLC	in store & online
US	BZZLINK INC	in store & online
US	CAMCOR INC	in store & online
US	CANAL ALARM DEVICES INC.	in store & online
US	CDW LOGISTICS INC	in store & online
US	CE SHOWROOM INC	in store & online
US	COMPUCOM SYSTEMS INC	in store & online
US	CONTINENTAL RESOURCES INC	in store & online
US	DAISY WHEEL RIBBON CO INC	in store & online
US	DAKOTA CENTRAL TELECOMMUNICATIONS C	in store & online
US	DISRUPT SOURCING LLC	in store & online
US	ELECTRONIC CUSTOM DISTRIBUTORS INC	in store & online
US	ELECTRONIC SYSTEMS INC	in store & online
US	EMGENCE TECHNOLOGIES INC	in store & online
US	EMPLOYEE PURCHASE 1	in store & online
US	EN POINTE IT SOLUTIONS	in store & online
US	ENCORE TECHNOLOGIES	in store & online
US	FCN INC	in store & online
US	FORWARD EDGE LLC	in store & online
US	FRONTIER TECHNOLOGY LLC	in store & online
US	GHA TECHNOLOGIES INC	in store & online

US	GLOBAL DATA CENTER INC	in store & online
US	GOLDEN STAR TECHNOLOGY INC	in store & online
US	GOVCONNECTION INC	in store & online
US	GOVERNMENT ACQUISITIONS INC	in store & online
US	GOVX INC	in store & online
US	INSIGHT DIRECT USA INC	in store & online
US	INTELLIGENT VAR TECHNOLOGY	in store & online
US	IT OUTLET INC	in store & online
US	ITSAVVY LLC	in store & online
US	KIENDELEO LLC	in store & online
US	KONICA MINOLTA BUSINESS SOLUTION	in store & online
US	MAC BUSINESS SOLUTIONS INC	in store & online
US	MAGNELL ASSOCIATE INC (VF NEWEGG)	in store & online
US	MICROMEM INTERNATIONAL INC	in store & online
US	MOMENT INC	in store & online
US	MOREDIRECT INC	in store & online
US	NETSYNC NETWORK SOLUTIONS	in store & online
US	OFFICE DEPOT INC	in store & online
US	OUT OF THE CAVE LLC	in store & online
US	PARAGON MICRO INC	in store & online
US	PC CONNECTION INC	in store & online
US	PC LINKS LLC	in store & online
US	PCM SALES INC	in store & online
US	PCM SALES/TIGER DIRECT	in store & online
US	POMEROY TECHNOLOGIES LLC	in store & online
US	PURCHASING POWER LLC	in store & online
US	SECURITY CAMERA WAREHOUSE INC	in store & online
US	SHI INTERNATIONAL CORP	in store & online
US	SIMPLY MAC INC	in store & online
US	SIRIUS COMPUTER SOLUTIONS INC	in store & online
US	SKC COMMUNICATION PRODUCTS LLC	in store & online

US	SMALL DOG ELECTRONICS INC	in store & online
US	SONIFI SOLUTIONS INC	in store & online
US	STANLEY CONVERGENT SECURITY SOL INC	in store & online
US	STAPLES CONTRACT & COMMERCIAL LLC	in store & online
US	STAPLES INC STAPLES DIRECT	in store & online
US	STEREO NORTH	in store & online
US	TECHNOLOGY GROUP SOLUTIONS LLC	in store & online
US	TECHNOLOGY INTEGRATION GROUP	in store & online
US	TELE COMMUNICATION INC	in store & online
US	TUSCALOOSA COMPUTER SYSTEMS INC	in store & online
US	UNIVERSITY OF MN-DULUTH	in store & online
US	WB. MASON COMPANY INC.	in store & online
US	ZEBIT INC.	in store & online
US	Ingram Micro Inc.	in store & online
US	Next Level	in store & online
US	Alarm Services LLC	in store & online
US	Fry's (US only)	in store & online
US	AAFES (US only)	in store & online
US	GameStop (US only)	in store & online
US	THE KROGER CO./FRED MEYER, INC (US only)	in store & online
US	Hammacher Schlemmer (US only)	in store & online
US	Drop/Massdrop	online
US	Mediocre Corporation meh.com morningsave.com sidedeal.com Mercatalyst.com	online
US	Amazon Treasure Truck	in store
US	Home Depot (US only)	in store & online
US	Sam's Club	in store & online
US	oculus.com	online

US	A.B. Distributing, Inc.	
US	T mobile	in store & online
US	Verizon	in store & online
US	AT & T	in store & online
US	Lowe's	online
US	Protempo Limited	in store & online
US	Injured Gadget	In store
US	Synnex / New Age	
US	Touch Of Modern, Inc.	online
US/EU/ Asia	Apple Stores	online & in store
NA	Best Buy on Amazon	in store & online
CA	BestBuy Canada	in store & online
CA	Walmart Canada	in store & online
CA	Costco Canada	in store & online
CA	The Home Depot Canada	in store & online
CA	The Source Canada	in store & online
CA	The Shopping Channel/Today's Shopping Choice	in store & online
CA	Long View	online
CA	Canadian Tire	in store & online
CA	Canada Computers	in store & online
CA	Sportchek	in store & online
CA	RobotShop	online
CA	Air Miles	online
CA	NLI	online
CA	London Drugs	in store
CA	CP Rail	online

Note: For eufy Security products, the hardware warranty period extends for 12 months from the purchase date, while we provide software upgrade service extends for two years from the purchase date.