

CAROSS Limited Manufacturer Warranty

Thank you for choosing CAROSS. We're committed to delivering safe, high-performance, high-quality, innovative technology backed by clear and dependable warranty support. Please review and retain this warranty card for your records.

Warranty Coverage

CAROSS warrants that this product is free from defects in materials and workmanship under normal use for a period of:

- 12 Months from the Date of Purchase
- Extend to 24 Months by registering your product online at:
[Registration Form Start Here](#)

What Is Covered

This Limited Warranty covers:

- Defects in materials or workmanship
- Battery or charging failure under normal use
- Internal mechanical or electrical malfunctions

What Is Not Covered

This warranty does not cover:

- Damage from misuse, abuse, accidents, or unauthorized modifications
- Cosmetic damage, normal wear and tear, or aging
- Third-party repairs or disassembly
- Products purchased from unauthorized sellers
- Loss, theft, or damage not related to product failure
- Use outside the product's intended purpose or region

How to Make a Warranty Claim

To submit a claim:

1. Keep your proof of purchase (receipt or order confirmation)
2. Visit: www.carosstech.com/support
3. Submit your claim with:
 1. Order date and place of purchase
 2. Product model and serial number
 3. Description of the issue
 4. Supporting photos or video, if applicable;

Our support team will respond within 3 business days

Warranty Resolution

If a defect is confirmed, CAROSS may:

- Repair the product with new or refurbished components;
- Replace it with a new or equivalent model;
- Issue a partial refund based on usage and condition

Replacements carry the remainder of the original warranty or 90 days, whichever is longer.

Terms & Conditions

- Valid only in the country of original purchase;
- Warranty applies to the original purchaser only and is non-transferable;
- CAROSS reserves the right to verify product authenticity and condition

Contact CAROSS Support

Customer Service Email: support@caross.ent

Phone: +1 (650) 769-9633

Website: www.carosstech.com

Thank you for being part of the CAROSS family.