

Trifo MAXS Warranty

We offer a limited warranty of Trifo products. Here're the basic facts on how it works:

How long does the limited warranty last?

Trifo products have a one-year or two-year (EU only) limited warranty for the robot cleaners and the parts. In the case of the batteries, a warranty period of six (6) months shall apply; in the case the product purchased is an Trifo refurbished product, it has a 90-day warranty for parts and 30-day for batteries. All limited warranties begin on the date of purchase.

What is covered?

The Trifo products limited warranty covers manufacturing defects in materials and workmanship that might occur during normal use of your robot. Yet this does not cover consumable parts such as batteries, filters, brushes and others. Defects resulting from improper maintenance, unauthorized repairs or failure to follow operational instructions are just a few of the items that are not covered. Damages caused by the use of accessories and parts, including batteries, that were not manufactured by Trifo voids the limited warranty.

Does the limited warranty depend on where I bought my Trifo robot?

Yes, the limited warranty is valid only on products bought through the official Trifo online store and authorized resellers. Otherwise, it voids the limited warranty. Proof of purchase will also be required.

Do I have to provide my robot serial number to activate the limited warranty?

Yes. Your robot's serial number must be provided prior to receiving limited warranty service. In addition, the Trifo products limited warranty is not transferable. Once you register your robot serial number, you are the only one who can request limited warranty service for the length of the limited warranty.

What if some item that is covered does break, how do I get it fixed?

In this case, please contact us to determine your problem and next steps. Replacement parts and products assume the remaining original limited warranty, or sixty (60) days, whichever is longer. All replaced parts and products must be returned to Trifo.

How can I purchase accessories to replace the old ones?

You may purchase Trifo product accessories from our website, official online store and local resellers.

How can I contact Trifo to get limited warranty service?

To obtain limited warranty service, support or other information, please call our service hotline **(+1) 866-908-7436** (9 a.m. to 5 p.m. PDT, Monday to Friday) or write an email to support@trifo.com that includes your name, contact information, and product serial number. We will be glad to help!

Local services:

✧ France

- Email: trifo@letmerepair.fr

- Phone: 0033 (0) 2 51 98 34 09

✧ Germany

- Email: Trifo-Service@letmerepair.com
- Phone: 0049 (0) 3591 2722 4426

✧ India

- Email: support@cambiumretail.com
- Phone: +91 6366-920571

✧ UAE

- Email: alyousufrobotics@alyousuf.com
- Phone: +97 14-405-4000 ext. 2

✧ Vietnam

- Email: linh.lh@llp.com.vn
- Phone: +84 0913 160533

Return

If you receive a damaged or defective product, please contact our support team within 30 days of delivery. You may need to provide your order number, product number and tracking number from your original confirmation email. Our support team will also need your email address and phone number. Trifo will make every reasonable effort to assist you with your return. If you do not contact us, you are responsible for all return shipping charges.

Here're the steps to return a product:

1). For U.S. customers, please call our service hotline **(+1) 866-908-7436 (9 a.m. to 5 p.m. PDT, Monday to Friday)** or write an email to support@trifo.com that includes your name, contact information, and product serial number to receive return instructions.

Local services:

✧ France

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✧ UAE

- Email: alyousufrobotics@alyousuf.com
- Phone: +97 14-405-4000 ext. 2

✧ Vietnam

- Email: linh.lh@llp.com.vn
- Phone: +84 0913 160533

2). Pack the product securely in the original package, if possible.

3). Enclose the bottom portion of the original packing slip with the product. Be sure to keep the top portion of the packing slip for your records. If you cannot send your packing slip, please include your order number, billing name, and address with the product. Be certain to save copies for your records.

4). All return shipping charges must be prepaid.

5). Keep the Return Tracking Number from the package you are returning to ensure that the package is returned to the warehouse.

Paid Repair

In situations where the Trifo robot purchased is out of warranty or does not meet the conditions, some reasonable fee will be required for materials and repairs. You may contact us or a Trifo local reseller for support.

Remarks

- 1). Except where prohibited by applicable law, the terms and conditions here are nontransferable and are limited to the original purchaser;
- 2). For situations not specified here, we/our authorized resellers reserve the right to interpret an outcome accordingly.