

After-sale Service Policy

After-Sales Service Policy Warranty Information

For Portable Projectors/Home Projectors, XGIMI warrants the XGIMI-branded hardware product purchased on the official XGIMI website, contained in the original packaging, against material and quality defects when used normally for a period of ONE (1) YEAR (or other period required by local law) from the original date of the end-user purchase. Please register your product at <https://us.xgimi.com/account#product-registration> immediately after receiving it. If you have any questions about claiming your warranty, please contact us at service-usa@xgimi.com.

For Laser Projector, XGIMI warrants the XGIMI-branded hardware product purchased on the official XGIMI website, contained in the original packaging, against material and quality defects when used normally for a period of TWO (2) YEARS (or other period required by local law) from the original date of the end-user purchase. Please register your product at <https://us.xgimi.com/account#product-registration> immediately after receiving it. If you have any questions about claiming your warranty, please contact us at service-usa@xgimi.com. (Warranty terms may vary according to local laws and regulations).

15-Day Effortless Return & Exchange Policy

- Undamaged products may be returned for a full refund for any reason within 15 days of the date the item was delivered to the designated shipping address.
- XGIMI may issue a new replacement product if the original product has a manufacturing defect within 15 days of the date the item was delivered to the designated shipping address.
- Please contact service-usa@xgimi.com first for a detailed guide on returns and exchanges.

Return & Exchange Requirements

- Return items must be shipped to the designated XGIMI shipping address.
- Return items must include original packaging.
- Returns must include all accessories.
- For non-quality warranty claims, the buyer is responsible for shipping costs. XGIMI will only refund the cost of the product itself.
- Please contact us with the following information for verification:

- 12-digit serial number (you can find it on the bottom of the unit).
- Invoice or receipt, including the purchasing platform and date.
- Detailed description of the issue.

XGIMI has the right to reject the return if the product/shipment does not meet the above requirements. For purchases not made directly on the official XGIMI website, please contact relevant retailers or platforms for refunds or exchanges.

Warranty Claim for Quality Issue within Warranty Period

- For portable and home projectors, XGIMI warrants the XGIMI-branded hardware product purchased on the official XGIMI website, contained in the original packaging, against material and quality defects when used normally for a period of ONE (1) YEAR (or other period required by local law) from the original date of the end-user purchase.
- For laser projector, XGIMI warrants the XGIMI-branded hardware product purchased on the official XGIMI website, contained in the original packaging, against material and quality defects when used normally for a period of TWO (2) YEARS (or other period required by local law) from the original date of the end-user purchase.
- For quality-related warranty claims, items will be replaced with a factory refurbished unit of equal value.
- Warranties on all replacements follow the same warranty time frame of the original defective item.
- Please contact us with the following information for verification.

Please also note that proof of purchase and issue may be required in different forms, such as videos or pictures, to identify the product and problem described.

- 12-digit serial number (you can find it on the bottom of the unit).
- Invoice or receipt, including purchasing platform and date.
- Detailed description of the issue.

Buyer in the Following Situations Will Cover Shipping Costs:

- Returning purchased products for any reason other than a proven defect.
- Warranty claims on items taken outside the original country of purchase.

Not Covered Under XGIMI Warranty:

- Items purchased from unauthorized sellers/official channels.
- Unauthorized repair or disassembling.
- Products with expired warranties.
- Products without sufficient proof of purchase.
- Product damage caused by misuse, including but not limited to: Abuse, negligence, accidents, liquid or food spills, falls, using/storing product in extreme temperatures, burning of the printed circuit board, or other product defects caused by human actions.
- Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- Product failures caused by any software programs, whether provided with the product or installed subsequently.
- Products or parts with an altered identification label or from which the identification label has been removed.
- Product damage due to fire, floods, lightning, or other forms of Force Majeure.
- Lost or stolen products.