



1. Do products come with warranties

All of our Mpow products have a full 12-month warranty. If the product does not meet your needs within this period, pls follow [Your account > My Return] to creat a RMA case first, and we will follow up your request in 48 business hours.

- Parts not covered by standard warranties
- Consumables including but not limited to ink, depletion of disposable or primary batteries, etc.
- Parts naturally exposed to tear and wear including but not limited to screen protectors, cases, etc.
- Damages or degradation caused by improper operations including but not limited to torn cables, blown fuses, bricks due to installation of custom firmwares, etc.
- Some type of products such as tablets and phones will be repaired instead of replaced.
- This page was updated on 11/30/2015 to clarify that all warranty dates count from the first shipment of each item in each order.