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Products

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New Releases

About INIU

Support

Warranty Policy

Email: contact@iniu.shop(INIU Team will reply to you within 1 business day.)

If you need to contact us via phone, please click [here](#).

If you need to activate/claim a warranty, please click [here](#).

INIU attaches great importance to the user’s shopping experience. And INIU hopes that our professionalism and dedication can make customers feel at ease.

3-Year INIU Care

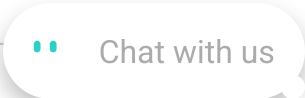
INIU offers a 3-Year INIU Care warranty, the longest in the market, along with a promise to respond to inquiries within 24 business hours. To ensure you can use our products worry-free, INIU provides liability insurance for all purchased items.

The warranty period starts once the product is received by the original purchaser. If you think that your INIU product has quality issues, please contact our customer support within the warranty period and provide proof of purchase. Our professional INIU customer service team will contact you within 24 business hours to provide a solution.

Warranty Channels

The main sales channels for INIU include the following:

Region	<input checked="" type="checkbox"/> Official seller	Warranty covers purchases from
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Global (Actual sales regions are subject to official policies)	INIU Official Store	Online
	Amazon	Online
US	TikTok	Online
	Walmart	In store & Online
	B&H	In store & Online
	Target	In store & Online
	Best Buy	In store
	Newegg	In store
	Curacao	In store
	NFM Nebraska Furniture Mart	In store
	Stackcommerce	In store

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	Smartech	In store
FR	Cdiscount	Online
CA	Best Buy	In store & Online
European	Boulangier	In store & Online
	SFR mobile	In store & Online
	X-Kom	In store & Online
	Mediaexpert	In store & Online

Additionally, the manufacturers, suppliers, or resellers might offer its own warranties. Please reach out to your seller for further details.

To ensure you receive a legitimate product, INIU strongly advises purchasing from one of the aforementioned channels.

Warranty Coverage

Our warranty policy excludes the following items:

- Damage caused by human factors, including misuse or improper use.
- Failure to provide sufficient proof of purchase.
- Damage caused by force majeure events such as natural disasters or accidents.

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ucts or promotional items).

- Products that have exceeded the warranty period.
- Products purchased from unofficial channels or unauthorized resellers.
- Defects or damages caused by exposure to overheating, liquids, or other external factors.
- Non-quality-related issues reported after 30 days from the date of purchase.
- Product loss or theft.
- Defects or damages resulting from non-compliance with official instructions or manuals, modification, or disassembly of the product.
- Repairs conducted by third parties.
- Damage due to misuse of products, including falls, extreme temperatures, and improper operation.

Warranty Process

Click [here](#) to access the warranty form.

Click [here](#) to contact us directly.

Notification of Issues

If you discover any damage during transportation, disassembly, or product quality issues upon receiving the goods, please click here to contact us directly, including your order number, product information, issue description, and contact details. INIU Team will respond within 1 business day.

To process your claim, buyers must provide sufficient proof of purchase (such as an Order ID or sales invoice), along with documentation of troubleshooting efforts, the defective item's serial number, or photographic evidence.

Refund and Exchange Processing

In some cases, returning the item for quality inspection may be necessary. INIU will contact information for the return after reaching for approval.

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- If it is confirmed that the damage was not caused by human factors, a refund or exchange will be issued within 3 business days after inspection.
- If a product is found to have quality problems within 30 days of receipt, INIU will unconditionally replace or refund the item. If available, items will be replaced with a factory-refurbished model of equal value; otherwise, a new item will be sent.

Additionally, if it is determined that the issue is not due to human factors, the INIU Team will cover the shipping costs.

Valid Proof of Purchase

Acceptable proof includes:

- Purchase order number,
- Sales invoice or PayPal order number,
- Sales receipt or order information with date, product description, price, total amount, and valid seller's signature.

Multiple proof types may be required to process a warranty claim. Warranty claims for product defects expire 3 years after filing.

Shipping Costs

The buyer is responsible for shipping costs in the following situations:

- Returning products for reasons other than a verified defect.
- Warranty claims for items taken outside the original country of purchase.
- Accidental returns by the buyer.
- Returning personal items.
- Returning goods claimed as defective but found to be functioning normally by INIU Team quality control.
- Returning defective items through international shipping.
- Costs associated with unauthorized returns (any returns made outside of the

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Disclaimer

INIU is not responsible for the following situations:

- Loss of data incurred from the use of INIU Team products
- Returning personal items sent to INIU Team: When returning items for non-quality issues, the buyer assumes responsibility for any damage or loss incurred in transit. INIU Team does not provide refunds for items damaged in transit for non-quality related warranty claims.
- Any indirect losses or damages resulting from product use or misuse.

The warranty policy may be adjusted based on legal regulations, company policies, and product updates.

Please note that this warranty policy applies only to products purchased through INIU official channels, and products purchased from other sales channels are not covered by this warranty policy. INIU reserves the right to interpret and modify this warranty policy.

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Cable

ReINIU & Recycle

Warranty Policy

Mon-Fri, 9 AM-6 PM

Wireless Charger

Business Partnership Program

Shipping Policy

[UK] +44 2045 576762

Mon-Fri, 9 AM-6 PM

Charger

Blogs

Return & Refund

[DE] +49 800-000-7100

Mon-Fri, 9 AM-6 PM

Car Charger

Become Our Affiliate Partner

Privacy Policy

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Mon-Fri, 9 AM-6 PM

Student Discount

Intellectual Property Rights

Email

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