

LUXE *Bidet*[®] Warranty Policy

Warranty Details

All Luxe Bidets include a manufacturer's warranty. Bidets are tested for quality and defects are rare. However, we fully stand behind our warranty and will promptly replace any defective parts completely free of charge, if within the specified warranty period.

Contact us on luxebidet.com to request a replacement part or bidet. Please provide your order number and the address at which you received your order. If you own a Neo 110, 120, 180, 185, 250, or 320, please also provide your Bidet ID for us to process your request. The Bidet ID is a 15-character alphanumeric code located underneath the control panel.

12 month warranty: MB 110, Neo 70

18 month warranty: Neo 90, Neo 95, Neo 110, Neo 120, Neo 180, Neo 185, Neo 250, Neo 320, Luxelet E850, and Luxelet E890

Registering Your Bidet

There is no need to register your bidet(s) for the warranty – all Luxe Bidets purchased through our website or Amazon are automatically covered under the default warranty period.

Neo Series bidets with a default 18 month warranty are eligible for registration. By registering your Bidet ID, you may extend your warranty from 18 months to 24 months (2 years). Register on luxebidet.com.