



Utopia Tableware Comprehensive One-Year Warranty for Illumina Lamps.

### **Duration of Coverage**

At Utopia Tableware, we stand behind the quality of our products. We offer a robust one-year warranty from the date of purchase, ensuring your satisfaction and confidence in our products.

### **Warranty Claim Process**

If you encounter any issues with your product, please reach out to us within the first year of purchase. We prioritize your convenience and usually resolve issues without needing the item returned, as we can often identify and address problems immediately.

### **Scope of Guarantee by Utopia Tableware**

We are committed to delivering outstanding customer service, and this is reflected in our 12-month guarantee for all our products. This guarantee covers any defects that might arise due to faulty materials or craftsmanship.

The warranty covers:

- Defects due to materials and craftsmanship.
- All defects for a period of 12 months.
- Most issues resolved without the need for product return.
- Claims are limited to either repair or replacement of the product, excluding transportation costs.

The following are not covered under our warranty:

- Damage resulting from accidents, neglect, misuse, or improper installation or repair that does not comply with Utopia Tableware's guidelines.
- The warranty does not extend to consumables such as batteries or light sources (like bulbs). The manufacturers of these batteries provide their own one-year warranty against defects under normal use.
- The effective life of the battery, which depends on usage patterns and maintenance, is not covered under this warranty.

### **Additional Terms**

Utopia Tableware reserves the right to modify or withdraw this guarantee at any time. If a returned product is irreparable and not covered by our warranty, we will inform you to either collect or dispose of the product appropriately.