

Warranty Policy

CARRO USA LIMITED LIFETIME WARRANTY POLICY

Carro USA grants this limited warranty to the original purchaser of this Carro Home ceiling fan for the original installation location.

How Can Warranty Service Be Obtained?

Proof of purchase is required

Warranty registration is not necessary to obtain warranty service. Please keep a copy of your original purchase receipt from the authorized vendor where your product was purchased from and provide it to a service associate for warranty service. CARRO, at its sole discretion, may accept a gift receipt. Please do not ship your fan or any fan parts to CARRO unless approved by one of our Technical Support Representatives. To obtain service, please contact CARRO online or by phone.

What Does This Warranty Cover?

Motor – Limited Lifetime Warranty

If any part of your ceiling fan motor fails within the first three years due to a manufacturing defect as determined solely by Carro USA, we will provide you the replacement parts free of cost.

LED Kit – Five-Year Limited Warranty

If your LED light kit (not including cover) fails at any time within five years or 50,000 hours of the date of purchase due to manufacturing defect as determined solely by CarroUSA.com, we will provide a replacement free of charge. The five-year limited warranty applies only to the LED kit itself and does not apply to other components such as light bulb, remote-control, AC adapter, and PCB. Other components are included in the two-years limited warranty below.

Other/Non-Electrical – Two-Year Limited Warranty

Except as otherwise indicated throughout this warranty, if any part of your Carro USA Smart Ceiling Fan fails at any time within two years of the date of purchase due to a manufacturing defect, as determined solely by Carro USA, we will provide a replacement part free of charge.

What Does This Warranty NOT Cover?

Labor Excluded. This warranty does not cover any costs of fees associated with the labor (including electrician's fees) required to install, remove, or replace a fan of any fan parts.

The warranty will be invalid if the customer failed to establish the proof of purchase. Fans installed outside the United States owned by someone other than the original purchaser and fans purchased from an unauthorized dealer are excluded from the warranty coverage. The warranty does not cover normal wear and tear. The warranty also does not cover cosmetic damages or remote control batteries. If the fans get damaged due to improper installation, misuse, improper care, modifications to the fan,

improper or incorrectly performed maintenance or repair, improper voltage supply or power surge, use of improper parts or accessories, failure to provide maintenance to the fan, or natural disasters (e.g. flood) the warranty will not cover it. The warranty does not cover any accidental damages.

Warranty is applied only to the original purchase and extended to the original purchase date. Any replacements will be considered as a part of the original purchase.