

WARRANTY POLICY

If, within thirty (30) days of your order ship date, any product proves to be defective please contact your retailer immediately. Please DO NOT ship the product back to us without contacting us first and receiving an RGA (Returned Goods Authorization) Number and return instructions. Item(s) must be returns in a box comparable to the original manufacture's packaging. Pick up / replacement item(s) can only be sent to or picked up from the original "ship to" address. Only one pick-up attempt will be made.

Any time after the thirty-one (31) days of your order ship date, if a product proves to be defective; please contact your retailer immediately. Warranty begins 30 days from invoiced date. Please DO NOT ship the product back to us without contacting us first and receiving a RGA (Return Goods Authorization) Number and return instructions. It will be the customers' responsibility to get the product to and from Amba Products. This will be at the customer's expense. Please be sure to adequately package your product; Amba Products will not be held responsible for any damages that occurred during shipment. Once the product is received it will be properly inspected and tested.

Should we determine that the product is in fact defective, under warranty terms, it will be repaired and tested at our facility. You will be notified when your product will be ready for pickup or collection. If you choose to return the defective item, rather than replace it, we will charge a 15% restocking fee and your original shipping and processing charges will not be refunded. All transactions must take place under the original Purchase Order. This may only be done within the product warranty period. We will let you know our decision once we respond to your request.

Product Warranty

The seller offers a warranty for products that have been installed according to the installation instructions supplied with the product. The duration of the warranty varies depending on the product. Proof of purchase must be supplied with claim. Warranty begins 30 days from invoiced date. The warranty covers defects in workmanship and materials. This warranty is only valid for product purchased and used in the United States, Canada and Mexico.

Duration of Warranty:

JEEVES Collection – 10 years.*
QUADRO Collection – 3 years.
SIRIO Collection – 3 years.
VEGA Collection – 3 years.
ANTUS Collection – 3 years.
SOLO Collection – 2 years.
SWIVEL Collection – 2 years.
TRADITIONAL Collection – 3 years.*
RADIANT Collection – 2 years

*If the electric element in the Jeeves or Traditional heated towel rack is faulty it will be replaced within the first 2 years for any reason. Thereafter, elements can be replaced at a cost which is available on application. Power surges affect all electrical appliances and we cannot be held responsible beyond this period.