



Warranty Policy



How to activate the warranty service?

We are responsible for our product conditions and are pleased to help you resolve any issues. We sincerely hope you have a positive experience every time you shop at TORRAS.

We support a 180-day warranty. From the time you purchase the product to 180 days, we provide free repair service and give you a hand at any time.

Please submit a ticket above if you need to activate your warranty service.

Notes: If you have any concerns about your purchase, please contact us at support@torraslife.com.

What is NOT covered by this warranty?

Only products that are purchased directly from the TORRAS amazon store or TORRAS website are eligible for this warranty as other sellers/channels may offer different or altered warranties. The warranty does not cover the following:

- Product that has been replaced
- Defects or damages due to loss, theft, or a natural disaster
- Product was used for unintended purposes
- Man-made damage and other deliberate damage to the product
- Failure or damage caused by misuse, mishandling, or other abnormal use
- Damage caused by improper or unauthorized repair or maintenance
- Esthetical changes or defects due to normal wear and aging
- Product is not genuine or not manufactured by TORRAS
- Purchased from a third party, or any alteration to the product that was carried out by a third party



Replacement Warranty

Any quality-related issue, please feel free to contact us, and we provide replacement warranty for all products.



support@torraslife.com