

## Warranty Policy

All newly purchased Ultimea products come with a limited time warranty. Ultimea offers standard **TWO** years warranty. Please refer to the chart below for the warranty timelines of each country.

### In-Warranty

If a defect arises and a valid claim is received within the warranty period, Ultimea will repair the hardware defect at no charge using new or refurbished replacement parts.

If you need to contact us for an exchange or repair, please email us at [support@ultimea.com](mailto:support@ultimea.com) or go to the [contact us](#) page for assistance.

If you did not purchase the unit directly from ultimea.com, please provide proof of purchase, a short description of the problem and model number to speed up the process.

### Warranty Timeline

Area	Country	Warranty Period (Years)
North American	US	2
	CA	2
	DE	2
European	FR	2
	ES	2
	IT	2
East Asia	JP	2
Oceania	AU	2

### Defective Exchange

At our discretion, we will repair or replace items under the terms of our warranty. Replacement units will be fully tested and repackaged (in like-new condition) to ensure the highest quality control and to prevent recurring issues.

## **Repair**

Products sent in for repair without verification will be refused.

## **Note**

- For purchases placed on [ultimea.com](https://www.ultimea.com), we require the order number and email address used to place the order, for us to retrieve your details.
- We highly recommend registering your purchase on the website;  
<https://www.ultimea.com/apps/product-registration?form=product-registration>

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