

WARRANTY



Defective Return Policy

All EcoJet by Joape products come with a limited guarantee against defects in materials and workmanship for a period of one (1) year from date of purchase.

EcoJet fans and pumps need to be routinely cleaned per user manual instructions to work properly and not void the warranty.

Warehouse returns

1. Return Policy - Goods Shipped From EcoJet Warehouse

Customer will contact EcoJet and request a defective return authorization.

Upon presenting purchasing documentation (invoice copy, credit card receipt, etc.)

EcoJet by Joape will immediately approve and authorize return, assigning an RTA number.

2. EcoJet by Joape will, at their discretion:

- refund the purchase price and advise customer to either destroy in field or return at EcoJet by Joape's expense or
- replace the defective product

3. Should EcoJet by Joape request that the product be returned they will provide prepaid shipping information to customer.

4. In the case of replacement product EcoJet by Joape will prepay the new product's shipping costs.

Distributor Sales returns

1. Return Policy - Goods Shipped from distributor Warehouse.

Customer will contact distributor directly.

Upon confirming warranty claim distributor will contact EcoJet for a RTA number.

Retail Sales Returns

1. All returns must be handled by the retailer your fan was purchased from. Call them directly with your purchase information.

Parts

1. Customers needing replacement parts for fans over 1 year old from date of purchase should contact EcoJet directly at the contact info provided below.

Contact number for all EcoJet by Joape return request is 305-713-4424 or via email at admin@southbee.com

In all cases EcoJet by Joape will strive to settle all warranty claims within 5 working days of initial request.

If used indoors EcoJet fans require an exchange of air sufficient to maintain proper humidity levels.