

TURBRO

Warranty

Wanna get an extra Warranty Extension?

[Register Here: https://www.turbro.com/pages/warranty-registration](https://www.turbro.com/pages/warranty-registration)

What is covered?

TURBRO's warranty covers manufacturing and material defects for a period of 1-year from date of purchase, subject to the following conditions and limitations:

- 1) This unit must be installed and operated at all times in accordance with the instructions furnished with the product. Any alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
- 2) This warranty is non-transferrable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the manufacturer. This warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, and after said defect is confirmed by the manufacturer's inspection.

Note: TURBRO offers a 5-year warranty for both parts and compressors for the registered mini split acs (a 2-year basic warranty plus a 3-year extended warranty).

Warranty Period

The warranty will be activated automatically from the date of original purchase of this product.

In the event of a product malfunction within the warranty period, customers may choose one of the following options:

- Request repair or replacement of the defective product under standard warranty coverage; or
- Purchase a different model by paying the price difference.

For either replacement or upgrade, the warranty period of the new product will continue to be calculated from the original order's purchase date.

What is NOT covered?

- 1) Damage caused by the owner when attempting to fix or alter the product.
- 2) Damage caused by misuse, abuse, neglect, alterations, or unauthorized repair.
- 3) Battery discharge time shrinks due to aging over-use.
- 4) Natural depreciation.

If products and/or parts require service after the warranty period expires, you may choose to pay all labor and parts charges. Warranty coverage terminates if you sell or otherwise transfer the product. The limited warranty is restricted to the country of purchase and is not transferable outside of the country of purchase. Customers outside of the United States, United Kingdom and European countries will cover the shipping fee for replacement items, parts and accessories as needed. In the event of a product malfunction within the warranty period, if you opt to purchase a different model by paying the price difference, the warranty duration will be recalculated from the original order's warranty initiation date. For products replaced within the warranty period due to malfunction, the warranty duration of the replacement product will be calculated from the original purchase date of the order.

How to request warranty services?

For warranty services, leave us a message online or email us at support@turbro.com. Our Customer Service Team will address your issue within 24 hours, usually sooner.

What will TURBRO do?

Within the warranty, TURBRO will offer replacements for the defective units, or send spare parts if necessary on our cost. Kindly note that if customers are seeking a refund, please contact the original purchasing channel. The official store will not offer any refund options in or outside the warranty.

Open Box Items

Open Box items are products which have damaged packaging or are otherwise not suitable to be sold as new. Open Box items are verified to work properly and include all essential parts and accessories (original or comparable substitutes).

Open Box items operate as intended, but show minor to moderate physical flaws, scratches, or scuffs that affect cosmetic appearance.

Open Box items come with a 6-month warranty and are not eligible for any warranty extension offered to new products. We will not accept returns of Open Box items due to cosmetic damage or other non-performance-related issues. All sales of Open Box items are final and not eligible for a return or refund.

If for some reason the item is defective on arrival, please contact support@turbro.com so we can arrange a replacement.

ALL EXPRESSED AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Warranty List

Category	Product	Warranty Period
Cooling	Multi-zone Mini Split AC	5 Years
	Single Zone Mini Split AC	5 Years
	RV AC	1 Year
	Portable AC	1 Year
	Fan	1 Year
Indoor Heating	Electric Stoves	1 Year
	Fireplace Logs	1 Year

	Garage Heater	1 Year
	Pet Heater	1 Year
Outdoor Heating	Fire Pit	1 Year
	Diesel Heater	1 Year
	Pool Heater	1 Year
	Ice Bath Chiller	1 Year
Humidity Control	Humidifier	1 Year
	Dehumidifier	1 Year
Other	Open Box Products	6 Months

Returning Products You're Unsatisfied With

If you are not completely satisfied with your purchase, you may return unused items within 30 days of delivery for a full refund. Please note:

- Customers are responsible for return shipping costs.
- Contact our support team for the correct return address and a return authorization before shipping. Returns without prior authorization will not be accepted.
- Returns must be in the original TURBRO packaging. Ensure all accessories, manuals, and components are securely placed inside.
- We do not accept returns for unused items beyond 30 days or for personal care products that have been opened.

Returning Used or Damaged Products

If a product is damaged or defective within 30 days of delivery, you are eligible for a replacement or refund, and we will provide a return shipping label.

To ensure a smooth process:

- Contact our support team immediately upon identifying the issue.
- Provide photos or videos to document the damage or defect.
- Package the item securely in its original TURBRO packaging.

Returning the Wrong Item

If you receive an item that is completely different from what you ordered:

- Contact us at support@turbro.com with photos or videos of the incorrect product.
- If a return is necessary, we will issue a replacement and cover the shipping cost upon receiving the returned item.
- For split systems or customizable configurations:

- Inspect the items carefully upon delivery.
- If the wrong item is identified after installation, additional installation costs will not be covered.

Refund Timeline

- It may take 1–2 weeks for your return to reach our warehouse. Once received and inspected, your refund will be processed within 5–7 business days and credited to your original payment method. Depending on your bank, it may take an additional 2–10 business days for the refund to appear in your account.

Additional Notes

- Original shipping costs are non-refundable.
- Open-box items are not eligible for returns or refunds but come with a 6-month warranty.
- Products purchased from resellers must follow the reseller's return policy.

If you have any questions, reach out to our support team at support@turbro.com. We're here to help!