



Ductless Split Room Air Conditioner Warranty & Refund Policy

Mini-Split Air Conditioner Retailer & Wholesaler

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(A) Standard One Year Parts Warranty

During the first year from the date of original purchase, iNNOVA Inc. will repair or replace, at its option, any defective part(s) without charge to the customer if the part is proven to be defective due to improper manufacture workmanship and/or materials under normal use. Replacement parts are warranted for the remainder of the original warranty period. Replacement is only for the defective part and NOT the entire air conditioner. Without the Labor Warranty, troubleshooting and removing the defective part is solely the customer's responsibility. This warranty does not include damages due to improper handling/installation of the unit through any outside contractor/installer. We **highly recommend** customers to use fully licensed HVAC professionals to install the air conditioners. iNNOVA Inc. will not be responsible for any overhead cost due to the failure to use a properly licensed professional for installation. Electrical work must be done by a licensed electrician.

(B) Standard Five Years Compressor Warranty

During the first five years from the date of original purchase, iNNOVA Inc. will exchange the compressor if it fails due to a defect in material or workmanship under reasonable operation. **This warranty does not cover any labor cost with removing the compressor from the condenser system.** The exchange for a new compressor will be free of charge and will be warranted for the remaining length of the original warranty. This warranty does not include damages due to improper handling/installation of the unit through any outside installer. **If the unit was not installed by Innova, original receipt MUST be presented for this warranty.**

(C) One Year Labor Warranty (if applicable)

THE FOLLOWING **ONLY** APPLIES IF INSTALLATION WAS DONE THROUGH INNOVA INC. SERVICES: During the first year after the date of original installation, iNNOVA Inc. will, through its authorized servicers and free of charge to the owner or any subsequent user, repair or replace any parts which are defective in material, workmanship, or installation due to normal use. Ready access to the air conditioner for repair is the responsibility of the owner. In situations in which the problem is determined NOT a manufacturing defect or an improper installation from Innova Inc. but instead a fault of the owner, a reasonable troubleshooting/service fee will be charged to the customer.

Exceptions

The above warranties does NOT cover failure to function caused by: **damage to the unit while in your possession** (other than damage caused by defect or malfunction), **improper installation done by an outside contractor, unreasonable use of the unit** (including without limitation), **failure to provide reasonable and necessary maintenance, failure to install correct rear grille, or failure to follow the given "Installation Manual" and "User's Manual" instructions.**

THE REMEDIES PROVIDED FOR IN THE ABOVE EXPRESS WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES THEREFORE, NO OTHER EXPRESS WARRANTIES ARE MADE. ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL PURCHASE. IN NO EVENT SHALL INNOVA INC. BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES. NO WARRANTIES, EXPRESS OR IMPLIED, ARE MADE TO ANY BUYER UPON RESALE.

Refund/Exchange Policy

Refunds are **ONLY** given for unopened items within 15 days of purchase. An opened unused item will only be given an 85% refund only if it is within 15 days of purchase. No refund given for used or damaged units due to mishandle/improper installation by the customer or any outside contractor. If during a part is determined to be a manufacture defect within the first year, **ONLY** an exchange for the specific defective part, and not the entire indoor or outdoor unit, will be given. Troubleshooting and removing the defective part is the responsibility of the installer. For any questions, please contact

CustomerSupport@iNNOvationalinc.com.