



Artiva USA 180 Days Limited Manufacturer Warranty

Artiva USA warrants its products be free of defects in material or workmanship under normal use and cared for according to the instructions during Artiva product's warranty period. Please note that the warranty period begins from the date of purchase by the original purchase only. Minor imperfections and slight color variations may be considered normal. This warranty excludes damage to the product from misuse or abuse, such as improper cleaning, neglect, accident, alteration, fire, theft, on use for commercial purpose.

In the unlikely event that your product becomes defective during the warranty period. At Artiva USA discretion, we will provide replacement parts for your product at no charge.

Following conditions apply to our warranty terms, but not limited to:

- A screenshot of your dated proof of purchase is required prior to any claims under our warranty and email to: service@artivausa.com
- Your Artiva product has been manufactured to strict specifications and has been designed for use with Artiva authorized accessories and replacement parts. This warranty expressly excludes any defects or damages caused by unauthorized replacement parts, bulbs, and repair services.
- Products purchased from unauthorized resellers such as third-party sellers on eBay, Amazon Marketplaces, and etc., are not covered by this warranty.

Customer Service:

For Warranty Service, please email to service@artivausa.com All email will be response within 24 hours a business day.

Business hours: Monday- Friday, 9AM-5PM PST