

CARRO

Smart Life Stays In Motion

WARRANTY CARD



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CARRO Limited Lifetime Warranty

CARRO grants this limited warranty to the original purchaser of this CARRO ceiling fan for the original installation location. This document can be found online at carrousa.com. Thank you for choosing CARRO!

How Can Warranty Service Be Obtained?

Proof of purchase is required when requesting warranty service. The original purchaser must present a sales receipt or other document that establishes proof of purchase. CARRO, at its sole discretion, may accept a gift receipt. To obtain service, please contact CARRO online or by phone.

Email: cs@carrohome.com | Tel: (888) 253-2374



What Does This Warranty Cover?

Motor: Three-Year Warranty

If any part of your ceiling fan motor fails within the first year due to a manufacturing defect as determined solely by CARRO, we will provide you with replacement parts free of cost. After the first year of purchase, we will provide you with two-year motor warranty service.

LED Kit: Five-Year Warranty

If your LED light kit (excluding cover) fails at any time within five years of the date of purchase due to a manufacturing defect as determined solely by CARRO, we will provide a free replacement. The five-year limited warranty applies only to the LED kit itself and does not cover other components such as the remote control, AC adapter, and PCB. These other components are included in the three-year warranty below.

Other: Three-Year Warranty

Except as otherwise indicated throughout this warranty, if any part of your CARRO ceiling fan fails at any time within three years of the date of purchase due to a manufacturing defect as determined solely by CARRO, we will provide a free replacement part.



Thank you for your purchase!

We appreciate your business

We offer lifetime technical support and limited warranty!



What Does This Warranty NOT Cover?

Labor Excluded: This warranty does not cover any costs or fees associated with labor (including electrician's fees) required to install, remove, or replace a fan or any fan parts.

The warranty does not cover remote control batteries. Fans installed outside the United States or owned by someone other than the original purchaser are excluded from warranty coverage. The warranty will be invalid if the customer fails to establish proof of purchase or if the fan was purchased from an unauthorized dealer.

The warranty does not cover normal wear and tear or cosmetic damages. If the fan is damaged due to improper installation, misuse, improper care, modifications to the fan, improper or incorrectly performed maintenance or repair, improper voltage supply or power surge, use of improper parts or accessories, failure to provide maintenance to the fan, or natural disasters (e.g. flood), the warranty will not cover it. The warranty also does not cover any accidental damages.

The warranty only applies to the original purchase and starts from the original purchase date. Any replacements will be considered as a part of the original purchase.



FEEL FREE TO CONTACT US AT:

CARRO USA INC.

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Tel: (888) 253-2374

Email: cs@carrohome.com

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