

Warranty

Warranty: Dhongtai provides a straightforward warranty that is processed in the most hassle-free way possible. Please refer to chart below for the warranty timelines of various products, as warranty periods differ according to models.

or contact us at info@dht-link.com with your order receipt for confirmation.

This limited warranty provided by the manufacturer in no way affects a potential statutory warranty provided by law.

Process:

- Buyer must provide sufficient proof of purchase
- Dhongtai must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It may be necessary to return an item for quality inspection

Valid proof of purchase:

- Order number from online purchases made through Dhongtai or Dhongtai's authorized resellers
- Sales invoice
- Dated sales receipt from an authorized Dhongtai reseller that shows a description of the product along with its price.

Not Covered Under Warranty:

- Products without sufficient proof of purchase
- Lost or stolen products
- Items that have expired their warranty period
- Non quality-related issues (after 30 days of purchase)
- Free products
- Repairs through 3rd parties
- Damage from outside sources
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)
- Purchases from unauthorized resellers

Dhongtai is not liable for:

- Loss of data incurred from use of Dhongtai products
- Returning personal items sent to Dhongtai

Item	Warranty Periods (Months)
Cables	18
Hubs & Adapters	12
Chargers	12
Ear Phones	12
Smart home devices	12
Power bank	12

