Ember's Warranty policy

For countries that have products available through the embertech.com Online Store, purchases are covered by our return policy. Any product purchased from Ember can be returned for a refund for any reason within 30 days of receiving your product. If you purchased your Ember product elsewhere, please contact the retailer to find out their return policy (often printed on the receipt).

The Ember Customer Support team is here to answer questions and get you back on track with troubleshooting assistance. In the unfortunate event your product is deemed defective within the 1 year warranty period, it may be eligible for replacement.

In order to proceed with a warranty replacement, we do require receiving the defective unit first in order to troubleshoot properly, without exception. In certain circumstances, we may also require a valid proof of purchase in addition.

For any assistance with your Ember product please contact Customer Support.

Website: https://ember.com

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.