

Warranty Policy

Our warranty policy applies only to SwitchBot products that are purchased via official SwitchBot authorized channels. Warranty policies may vary by country or region. Please refer to this link for the warranty information in your country: <https://www.switch-bot.com/pages/switch-bot-warranty-policy>

In general, you will need to deliver your device in either its original packaging or in equally protective packaging.

Before you deliver your device for warranty service, it is your responsibility to back up any data, software, or other materials you may have stored using your device. It is possible that such data, software or other materials will be lost during service, and we will not be responsible for any such damage or loss. If you need further assistance, please contact support@switch-bot.com.



This warranty policy is provided by SwitchBot as the product manufacturer. The above mentioned warranty gives you specific legal rights, and you may have other rights which vary from jurisdiction to jurisdiction.