

Return policy:

Products purchased from the Sweetzpot store can be returned within 14 calendar days of the purchase date.

To qualify for a return, the following requirements must be fulfilled:

- The products must be undamaged and unused
- A return request must be sent to Sweetzpot customer service by email support@sweetzpot.com. Mark the request with: Return of Product
- The product must be sent in return to Sweetzpot with all the accessories originally included in the package.
- The packaging Slip must be included in the return package (you will find it in the original package you received)

If you return a product without fulfilling the mentioned requirements, Sweetzpot retain the right to refuse to refund the cost of the product, or refund only parts of the total amount.

Costs for shipping and additional taxes will not be refunded unless the return is due to a defect or damaged product.

The refund will be paid back to the original form of purchase. Please mark that this also applies when the product is received as a gift.

Return Instructions:

- Return the products in its original packing
- Include the packaging slip or proof of purchase in the package
- Pack the products carefully to avoid damage during postage, we recommend wrapping the products in bubble wrap and using a box to send it.
- Send the package to the following address:

Sweetzpot AS
Martin Linges Vei 17
1365 Fornebu
Norway

The receipt from the purchase works as proof of purchase!

Limited Product Warranty:

Sweetzpot AS gives the warrant that a Sweetzpot product bought directly from the Sweetzpot store, will be free from defects and decencies for two (2) years from the purchase date under normal use.

The warranty is only valid when the product is bought from Sweetzpot itself, or though a authorized reseller.

The warranty does not affect the consumers rights in accordance with the national law, nor the contractual agreement with a possible reseller.

The warranty does not cover; the battery, normal damages caused by misuse, wrong usage, usage not in accordance with the user manual, accidents, commercial use, scratches on the device, inadequate maintenance, elastic bands used together with our sensors and elastic bands that comes with the FixZpot.

The warranty does not cover losses, damages, costs or expenses connected to the product directly or indirectly.

Products bought used, are not covered by the warranty, unless this is specified in the local law.

If a defect that is covered by the warranty occurs, Sweetzpot will either a) repair the product at no cost or b) replace the product with a new or refurbished product.

The warranty is only valid in the country where the product is originally marketed.

The replacement product is warranted for the rest of the warrant period (2 years), or for 30 days, whichever is longest, unless other is stated in the local law.

To obtain the warranty service the following steps must be followed:

- A warranty request must be sent to Sweetzpot customer service by email support@sweetzpot.com. Mark the request with: Product Warranty
- The product must be sent in return to Sweetzpot in the original packaging, or a packaging that offers the same amount of protection to the product.
- A proof of purchase must accompany the return package, or be sent via email to customer service.