

Warranty for Pao Thermo Mug

Under normal usage, we grant one (1) year warranty (from the date of purchase and with production of invoice) on the insulation function of this product.

Terms & Conditions :

1. Please email the product image, claimed details and invoice carrying date of purchase to cs@po-selected.com. We will reply you in one (1) month upon receipt of documents in full.
2. The plastic and silicone parts are consumption goods. You are advised to check these parts after this product has been used for one (1) year. It is normally expected if there is defect or uneven on the surface after use and it will not be covered by this warranty.
3. This warranty is not applicable where damage occurs due to accidents, acts of God, or self-inflicted damage, and any leakage due to body deterioration of misuse. (You are advised to read and follow the use and care instructions carefully before first use)
4. We may request customers to return the products for verification or goods replacement. The customer is responsible for the delivery cost.
5. We promise to repair or replace the product if such is covered by this warranty (or replace with a product of equal or similar value, if subject product is out of production).
6. No warranty claim will be provided without the production of invoice carrying date of purchase.
7. In case of any dispute, our decision should be final.
8. We reserve the right to amend, add to or remove any of these terms.
9. In no event will PO: Selected Company Limited be liable for incidental, consequential or special damages.



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