
Warranty, Refund, and Exchange Policy

AIRMOJI WARRANTY

The AirMoji comes with a one (1) year limited warranty. MojiLife™ warrants to the original purchaser that the AirMoji will be free from defects in workmanship and materials, for a period of one (1) year from date of purchase. This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period. Returned Products must be accompanied by a MojiLife Return Merchandise Authorization Form. MojiLife products including the AirMoji can be returned within thirty (30) days for a full refund, minus shipping, handling, and a 10% restocking fee, based off the subtotal. Returned products must arrive in like new condition in original packaging.

Exclusions: The warranty does not apply in the event of misuse or abuse of product or as a result of unauthorized alterations or repairs. The warranty is void if unit has been mechanically opened, disassembled, or tampered with in any way, or used in a manner contrary to instructions in the user manual.

REFUNDS, EXCHANGES AND COMPANY CREDIT:

WITHIN THIRTY (30) DAYS OF INITIAL TRANSACTION

The following procedures apply to all returns for refund or credits applied to your MojiLife account.

You can choose to return an item within thirty (30) days of shipment. The return must have a **RETURN MERCHANDISE AUTHORIZATION** form that may be obtained by calling Customer Service at **1.844.446.6654**. The RMA must be included with the returned item(s). Items must be in original condition and in original packaging to be accepted as a return. All returns must be shipped prepaid to MojiLife. Refunds and credits will be issued once MojiLife has processed the return. The Company will determine the acceptable refund alternatives for product returns, including but not limited to replacement of merchandise, MojiLife credit, bank check, bank transfer, or credit card charge back. The actual form of refund will be based upon the original form of payment. Refunds will only be paid to the original payor. Any item being returned as defective will be tested and/or examined for said defect. If item is found NOT to be defective as described, item will be returned to back to sender as is, with no replacement issued. This return/refund procedure may vary in jurisdictions where different repurchase requirements are imposed by law. Applicable laws may dictate the terms of the refund policy.

RETURN OF DAMAGED OR INCORRECTLY SENT PRODUCTS.

MojiLife will exchange products if the returned products were received by the purchaser broken or in damaged condition or were incorrectly sent. You must contact a MojiLife customer service representative at **1.844.446.6654** (1.844.4GO.MOJI) to notify them of the discrepancy or damage

within five (5) business days of receipt. MojiLife will provide you with a **RETURN MERCHANDISE AUTHORIZATION** number that you must include with return.

RETURN SHIPPING FEES.

Authorized items will be reimbursed the standard shipping rate. Receipt for standard shipping fee must be included with returned item(s) in order for refund of fees. Failure to provide receipt for fees will forfeit your right to refund of said fees. Fees above the standard shipping fee will not be refunded. Products must be returned within thirty (30) days of receipt. Failure to notify MojiLife of the damage or discrepancy within five (5) business days will forfeit your right to request a correction. Whenever possible, returned products will be replaced with undamaged products. However, when an exchange is not feasible, MojiLife reserves the right to issue a credit for the amount of the exchanged products. Exclusions: Personalized Sales Aids are not returnable or refundable.