



KOKIDO warrants its electric vacuums and robotic cleaners against manufacturing defects for a period of 1 year from the date of purchase by the consumer.

We offer 30 days warranty for replacement of missing or broken parts on arrival.

The limited warranty does not cover:

- Normal wear and tear, including parts that might wear out over time (e.g., brush, rake, filter, filter bag, roller and its accessories, etc.).
- Accidental damage.
- Damage due to inappropriate use against the rating plate and/or instructions provided in the User Manual or other material.
- Damage caused by the lack of recommended maintenance.
- Damage from external sources such as transit, weather, electrical outages, or power surges.
- Failures caused by circumstances outside of recommendation (e.g., water temperature, storage temperature, instruction of use and charging environment, etc.).
- Faults caused by:
  - Negligent use, misuse, neglect, or careless operation of the appliance.
  - Use of the appliance not in accordance with the Operating Manual.
  - Use of parts not assembled or installed in accordance with the Operating Manual.
  - Use of parts and accessories which are not Genuine Components.
  - Faulty assembly or installation.
  - Repairs or alterations (if allowed) carried out by unauthorized agents.

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#### **Registration of an Inquiry:**

Scan the QR code and fill the online contact form or send an email to [customerservice@kokido.com](mailto:customerservice@kokido.com)

#### **Information required:**

- Product name and model number.
- Serial number of the product.
- Description of the failure or issue.
- Photo and/or video of the failure.
- Purchase proof (Invoice/Receipt).

Once we have received your request and the required documents/information, the agent will generate an after-sales service number and process your request.

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#### **Contact Information:**

Telephone: toll-free 866-661-3389

Email: [service@kokido.com](mailto:service@kokido.com)

Website: <https://www.kokido.com/customer-service-contact-form/>

Working hours:

Monday-Friday 8:00am to 5:00pm EST



**SCAN ME**