Warranty & Claims Assistance

As a retailer, Spotix, Inc and Affiliate Stores are happy to help customers start the warranty process with the manufacturer when a product issue arises. Our Customer Solutions and Product Specialist teams can assist with gathering the information needed for a claim and explaining the next steps.

Warranty review, requirements, and outcomes are determined by the manufacturer based on their published warranty terms. If a claim is not approved by the manufacturer, we are not able to provide replacements or other remedies. Manufacturer review and processing times vary and are outside of our control.

Labor, Service & Installation Costs

Any coverage for labor, service calls, diagnostics, or installation is determined only by the manufacturer and only when explicitly stated in the product's written warranty. When applicable, Spotix, Inc and Affiliate Stores may assist with submitting documentation for manufacturer review.

We do not authorize, cover, reimburse, or supplement labor or service-related costs.

Damage to Property

If property damage occurs during proper use of a product, Spotix, Inc and Affiliate Stores can assist our customers with submitting the warranty claim to the manufacturer.

Any determination of responsibility, coverage, or compensation related to property damage is made by the manufacturer. We are not responsible or liable for property damage associated with product use, installation, or operation.

Proper Installation & Product Use

Customers are responsible for ensuring products are installed and used in accordance with manufacturer instructions, local codes, and safety requirements.

Spotix, Inc and Affiliate Stores are not liable for damage, loss, or injuries resulting from improper installation, modification, misuse, or failure to follow manufacturer guidelines.