New Arrival | Spacemate Plus 14-in-1 Docking Station

Europe/English

PRODUCT SUPPORT EXPLORE Germany (EUR €) English 0

Warranty policy

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During the validity warranty period, products purchased by customers can enjoy warranty services according to the following after-sales service commitment event table:

*If the service policy conflicts with national laws and regulations, all the laws and regulations of the country shall take priority.

ur warranty is additional to the legal rights consumers have buying this product. It provides rights parate to rights provided by consumer law, including but not limited to those relating to non-nforming goods. As such, the Limited Warranty benefits are in addition to, and not instead of, rights ovided by consumer law and it does not exclude, limit or suspend a buyer's rights arising from consumer law. For more information, please check

Warranty Time

Baseus's products come with a warranty period ranging from 18 months to 24 months.

This warranty is a voluntary warranty period provided by Baseus and does not affect your statutory rights arising from applicable laws.

Orders placed on or after January 1st, 2024 are subject to the new warranty period of 18-24 months. For orders placed before January 1st, 2024, the warranty period shall be subject to the warranty card provided in the package.

What is the valid proof of Warranty

The following proof of purchase documents are required when customers claim warranty from Baseus:

1) Products purchased from Baseus: Please provide the sales inventory information or logistics information that clearly show the sales channel, product details, price, sales date;

2) Products purchased from other channels: Valid purchase invoice, product information evidence confirmed by Baseus service team.

What is not covered by the Warranty

- Products proved not to be ours;
- Unauthorized repair, improper use, damage, negligence, abuse, accident, modification, incorrect use of accessories not meant for the product, tearing, doctored labels and anti-counterfeiting marks;
- Warranty has expired;
- Force majeure damage;
- Improper storage, exposure to excessive humidity and temperature for extended time resulting into performance damage;

  Damage non related to performance;

  Improper use resulting into damage of the product or its accessories;

  Artificial damage;

How to apply for maintenance/after-sales service during the warranty period

- Online purchase: When applying for after-sales service, please give priority to contacting the customer service of the purchase channel/platform. The service support of Baseus will provide technical support services and service solutions to process your after-sales question.
- Offline purchase: Please contact the store/distributor or agent directly for assist your after-sale question.

Baseus after sales service is available at the following contact details:

- Email: care@baseus.com

-Baseus official call center： +18002208056

Monday to Friday 10:00 AM -6:00 PM (UTC-5) Except national holiday

Return/Refund policy

Please refer to the link for guidelines of return/refund

Other instructions

The after-sales service from Baseus will provide you with different after-sales service methods and solutions according to the warranty period and issue covered by the product itself, including: return, replacement and repair service. Please note that the after-sales service method for each product depends on the after-sales service policies and rules of your purchase channel/platform.

- Baseus products given as gifts in sales/business activities are not enjoyed by Baseus' s return policy, but still enjoy quality defective replacement and warranty period.
- For non-Baseus brand products presented by official business activities, the corresponding brand after-sales service will be provided by the corresponding brand. For non-Baseus brand products presented by terminal offline stores, offline stores will coordinate with users to provide replacement or maintenance service.

  The relevant service policies that the company needs to sign with the platform on different platforms are still valid during the agreement period.

  The warranty period begins the day your product is received at your delivery address. If the customer loses the invoice or related warranty certificate, the warranty period will be extended by 3 months from the product SN or the date marked with the production date.
- If a customer replaces the product due to quality problems from Baseus, the warranty date of the new product will be recalculated from the replacement date.
- This warranty policy may be updated by Baseus at any time.