

Refund policy

Returns & Refunds

30-Day Money-Back Guarantee: We offer a 30-day money-back guarantee on all products. If you're not satisfied, return the item in its original condition within 30 days of receipt for a full refund.

Return Instructions

- 1. Contact Us:** Email us at info@mycartvbox.com to initiate the return process.
- 2. Packaging:** Carefully repackage the item in its original packaging, including all accessories and manuals.
- 3. Shipping:** Ship the item back to our official business address:
Fanini Global Ltd
71-75 Shelton Street, Covent Garden
London, WC2H 9JQ
United Kingdom

Return Shipping Costs: Return shipping costs are the responsibility of the customer, unless the item is defective or the wrong item was shipped.

Refund Processing Time: Once we have received and inspected your return, your refund will be processed within 14 business days via the original payment method.

Warranty

2-Year Warranty on AI-Box: We offer a 2-year warranty on the AI-Box. If your device develops a defect during this period, **Fanini Global Ltd** will repair or replace it at no cost to you.

Warranty Exclusions: The warranty does not cover damage caused by:

- Misuse, abuse, or neglect
- Unauthorized repairs or modifications
- Acts of God or natural disasters

For further questions, please contact our support team at info@mycartvbox.com.