



Warranty & Returns





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General

MyKoddi is owned and operated by Euro Tech Startups s.r.o., a privately held company with limited liability under the laws of the Czech Republic, registered with the Companies Registry under number 051 77 502 and registered office at Mánesova 1633/74, 120 00, Prague 2, Czech Republic hereafter as the “**Seller**”, and is detailed at mykoddi.com, hereafter as the “**Website**”. Goods are sold through the Website, hereafter referred to as the “**Product**” or “**Products**”.

This **Warranty & Returns Policy** sets forward the rights and obligations of every user (also referred to as the “consumer” or “you”), referred hereafter as the “**Buyer**”. By accessing the Website, the Buyer agrees to this agreement. If the Buyer does not agree with any of the terms in this policy, you are prohibited from ordering products from the Website. The Buyer is responsible for compliance with any applicable local or regional laws or regulations.

We reserve the right to change this policy at any time without notification.



Warranty

It's our mission to create products that you will use with pride and love. At MyKoddi we want our customers to enjoy our products in any travel and leisure experience. We want all our customers to buy with confidence, and we will do our utmost to ensure that will happen.

MyKoddi's warranty begins from the day it is shipped to you, for a duration of two years from the date stated on the invoice.

Our Guarantee

If any part of MyKoddi becomes non-functioning or defective, we will repair or replace it with a fully-functioning item in the same or better condition.

Although we don't cover cosmetic wear and tear while using MyKoddi, we guarantee against any manufacturing or delivery defects to your door. All of our refurbished items will continue under the same warranty duration as per your original purchase.

Indemnity

To the best of our ability, we have created MyKoddi and accessories to be safe to use in all activities as advertised on the Website. MyKoddi is not liable for damages to equipment, clothes, or persons when using our Product. We are



also not liable for bodily injury to yourself or others as a result of using MyKoddi or any of our accessories.

Refunds

If you are not satisfied with your MyKoddi you can return it to us for a full refund within 14 days from the invoice date stated on your invoice. Just login to your account and click on “Warranty” for the purchase you wish to register your refund.

Once you have completed and submitted your details then we will issue you a Return Merchandise Authorization (aka. RMA number). This helps us track your return and connect your claim to your refund. We will then send you our shipping instructions so that you can return your purchase back to our warehouse. Return shipping costs need to be paid by the Buyer.

Once we receive and processed your return, we will provide you with a full refund including the initial shipping costs of your MyKoddi, using your original payment method. Please note that it may take several weeks to process your refund once we receive the product(s).

Warranty

If your MyKoddi is broken or is defective within the first 24 months of your invoice date, then login to your account and click on “Warranty” for the invoice, fill out your warranty claim details, and any photos to evidence your claim.



Once you have completed and submitted your warranty details then we will issue you a Return Merchandise Authorization (aka. RMA number). This helps us track your return and connect to your warranty We will then send you our shipping instructions so that you can return your MyKoddi to our warehouse. Return shipping costs need to be paid by the Buyer. Upon receipt of the Product, and verification of your claim, we will send you a refurbished or new product.

Please note that it may take several weeks to process your return once we receive the product(s).

Contact Us

Customer satisfaction is paramount to our mission. We continually look for ways to improve MyKoddi. If you have an inquiry then feel free to send us an email to ilove@mykoddi.com.