KAYA R1

LIMITED PRODUCT WARRANTY

Brand: KAYA Performance + Recovery
Product: KAYA R1 Smart Recovery Compression System
Warranty period: One (1) year from the date of purchase, subject to the terms below and applicable law.

1. Warranty Coverage

KAYA provides a one-year warranty against covered manufacturing and product-quality defects arising during normal, intended use.

Covered issues may include confirmed defects involving air leakage, tubing, leg sleeves, internal components, the controller, or other product components.

This warranty is provided in addition to any consumer rights and remedies available under applicable Philippine law.

2. How to Report a Warranty Issue

If you experience a product malfunction, contact KAYA through our official customer support channel.

Please provide:

- Your order reference or proof of purchase.
- The product serial number, where available.
- A description of the issue and when it occurred.
- Photos or a video demonstrating the issue, where reasonably necessary.

KAYA will coordinate the initial troubleshooting and technical assessment.

3. Troubleshooting and Repair

KAYA will first assess whether the reported issue can be resolved through troubleshooting or repair.

You may be asked to record a video demonstrating the problem to help our technical team evaluate the issue and determine the appropriate solution.

Where a covered defect can be repaired, KAYA will coordinate the necessary replacement parts and repair instructions. Replacement parts for confirmed product-quality defects will be provided free of charge.

Any proposed repair must be appropriate to the fault and safe to perform. Customers will not be required to undertake unsafe repairs or disassemble components beyond reasonable, approved procedures.

4. Replacement of the Entire Unit

If the product is confirmed to have a covered defect that cannot be resolved through replacement parts or reasonable repair, KAYA will arrange for the entire unit to be replaced with a new unit.

If the defect persists after repair, KAYA will reassess the issue and repeat the troubleshooting and repair process as appropriate. If the product remains defective and cannot be repaired, KAYA will arrange a full-unit replacement.

Once a defect has been confirmed and a full-unit replacement has been approved, the defective product will not need to be returned to KAYA. Customers may retain the defective unit unless KAYA provides different written instructions for a specific case.

5. Shipping and Replacement Arrangements

KAYA will coordinate the shipping arrangements for approved warranty remedies and communicate the applicable steps to the customer.

For confirmed covered defects, replacement parts and approved replacement units will be provided at no charge, subject to the applicable warranty assessment and legal requirements.

The customer will be informed of the expected shipping and fulfilment arrangements for the replacement. The defective product will not need to be shipped back once the defect has been confirmed and a full-unit replacement has been approved.

6. Customer Cooperation

To help resolve a warranty claim efficiently, customers are requested to:

- Follow reasonable troubleshooting instructions.
- Provide relevant product information and video evidence where reasonably necessary.
- Follow approved repair instructions where appropriate and safe.
- Keep the product and relevant accessories available for assessment where required.

If a customer cannot record a video or safely perform a proposed repair, they should inform KAYA so that another reasonable assessment method or remedy can be considered.

A customer's inability to provide a particular form of evidence will not automatically invalidate an otherwise valid claim.

7. Warranty Exclusions

Subject to applicable law, coverage may be excluded where assessment establishes that the damage was caused by misuse, unauthorized modifications, accidents, or operation contrary to the product instructions rather than a product-quality defect.

KAYA will assess the actual circumstances before applying an exclusion. No exclusion will remove a consumer remedy that cannot lawfully be excluded.

8. KAYA Customer Support Commitment

KAYA remains your primary point of contact throughout the warranty process, including troubleshooting, technical assessment, repair, and replacement.

We will communicate the status of your claim, explain the next steps, and follow up to determine whether the issue has been resolved.

9. Contact Information

Email: kayaperformance.ph@gmail.com
Social media:

Facebook: KAYA Performance + Recovery

Instagram: kayaperformance.ph

Support hours: 9 am – 6 pm everyday

Please retain your order confirmation and product serial number for reference.

10. Consumer Rights

This warranty is provided in addition to any rights and remedies available under applicable Philippine law. Nothing in these terms excludes or limits a right or remedy that cannot lawfully be excluded or limited.

KAYA Performance + Recovery

RECOVER FASTER. PERFORM STRONGER.