

Refund & Warranty Policy

AiDiA My BFF · Textron Technology Ltd. · Effective September 23, 2026

We want you to love AiDiA. AiDiA is made by **Textron Technology Ltd.** This policy covers returns and the warranty for purchases made **directly from myaidia.com**. If you bought AiDiA from a distributor or retailer — for example Why Weight Health and Wellness (US), Omnia, another store, or Amazon — that seller's own return policy applies to your purchase, though the manufacturer's warranty against manufacturing defects (below) still stands.

30-day returns

If you're not satisfied, you may request a return within 30 days of delivery. Items should be in original condition with packaging where possible. Once we receive and check the item, we issue a refund to your original payment method. For direct myaidia.com orders, you cover return shipping for change-of-mind returns, and we cover it for defective items. Orders bought on Amazon or from another store follow that store's return-shipping rules.

Limited warranty against manufacturing defects

We warrant AiDiA against manufacturing (factory) defects — faults in materials or workmanship under normal use. Your warranty period is **6 months** from the date of delivery. If a defect appears within the warranty period, we will repair or replace the Product free of charge, or issue a refund if we cannot replace it.

What the warranty does not cover

Accidental damage; liquid or water damage; normal wear (fur matting, surface marks); misuse or use outside the instructions; lost or stolen items; and any unauthorized repair or modification.

Your legal rights still apply

This warranty is in addition to the rights your local consumer law gives you, which we do not limit. For example, buyers in the EU have a statutory guarantee of at least 2 years on conformity; other countries have their own protections. Where local law requires more than this policy offers, local law applies.

How to make a claim

Contact aidiateddy@gmail.com with your order number and, for a defect, a short description and a photo or video. We'll confirm next steps and provide the return address. For a valid warranty claim, we cover the cost of repair or replacement.