

WARRANTY / PARTS / SUPPORT

Support beyond the first night.

Warranty coverage begins on the date of purchase. Keep your available order details or proof of purchase. Coverage is subject to the process and exclusions in this guide.

Part	Warranty period
Housing, solar panel, and mainboard with integrated MPPT controller and LED light source	5 years
Built-in battery pack and remote control	3 years

Parts coverage and shipping

Time from purchase	Covered replacement parts	Shipping
Within 3 years	Eligible mainboard and battery replacements are free. Remote coverage is 3 years.	Free shipping within the United States.
Years 4-5	Eligible mainboard replacement is free. Battery coverage has ended; ask about a compatible paid battery pack or official kit.	BUINNE also covers eligible free mainboard shipping within the United States.

The support process

1. Check the remote, charge the light outdoors for one full day in suitable daylight, and test again at night.
 2. If the problem remains, describe it to BUINNE and provide available model and purchase details.
 3. BUINNE helps identify a compatible repair kit for an eligible fault and provides replacement guidance.
 4. If the approved repair does not solve the issue, contact BUINNE to discuss replacement or refund options under the service policy.
- Get the correct instructions before opening the light. Compatibility depends on the model, connector, and component, not just stated voltage or capacity.

SERVICE TERMS / CONTACT

A clear next step.

Cosmetic damage on arrival

For scratches, dents, or stains affecting an otherwise working lamp, send photos through your Amazon order within 15 days of receipt. The stated service policy provides a full refund without requiring a return for eligible cases.

Warranty exclusions

- Misuse, unauthorized disassembly, internal circuit modification, or added external panel/battery wiring.
- Battery deterioration caused by prolonged solar-panel obstruction or extended low-charge storage.
- Circuit-board corrosion from damaged waterproof seals or submersion.
- Damage caused by events such as lightning, floods, or typhoons.
- Normal lithium-ion capacity fading during long-term use.
- Remote damage caused by leaking batteries.

Before requesting a part

Identify the 12-inch / 10W or 15-inch / 12W model. Explain the symptom and what you have tried. A product-only photo and available order details can help BUINNE assess the next step. Parts shown in lifestyle and service illustrations are concepts; ask BUINNE to confirm the correct compatible kit.

Contact BUINNE

Product support, warranty and replacement parts:

support@buinne.com

General inquiries: info@buinne.com

Wholesale and partnerships: sales@buinne.com

Replies within 48 hours on business days. Amazon buyers may also message BUINNE through the order page. Marketing subscription is optional and is not required for warranty support.