

MOON offers a 1-Year guarantee from the date of purchase for The Electric Toothbrush The Teeth Whitening Device and The Water Flosser.

Product Registration

To register a new purchase, please have the product and original packaging on hand. And register your product on Moon's website.

<https://forms.office.com/pages/responsepage.aspx?id=RZQrUziWx0yRhNZmz4fCqvtYhBB6xZ1NtHnlssXKI2hUQ0ION0NTS1NRM0Y5RjM1SENKUkgwMzFFWS4u>

Warranty Claim

Having issues with your MOON product? We're here to help! Once you have registered your product, please contact us with a description of your issue and we'll be happy to help.

What Does Our Warranty Cover?

Please note, our warranty covers all manufacturing defects, not product misuse or lost items. While we will provide support and assistance for all issues, we cannot offer a replacement if your MOON product has stopped functioning or has physically broken from incorrect use.

In the case of a warranty claim, you may be asked to send back items for testing. If we do not receive these back, we will not be able to replace future items for warranty requests.

Only MOON products purchased through our website and authorized retailers are eligible for warranty coverage. Proof of purchase is required for warranty claims.

Please note we are only able to offer warranty replacements for the original item purchased.