

# Service and Repair Policy

We are committed to providing high-quality products and exceptional customer service. We understand that from time to time, our products may require service or repair. Below is our policy regarding these issues:

## **Pre-sale Inquiries**

If you have any questions or concerns about our products or services, e.g., choose the right size, product dimensions, material used. Please do not hesitate to contact our customer service team with the subject line "Inquiry" and we will reply within 24 business hours.

## **Transportation Inquiries**

If your product is damaged/lost during transportation, please contact our customer service team within 48 hours of delivery. Provide detailed pictures and information on the damaged parts. In **90% of cases, we can solve the issue with a replacement part**. We will ship the replacement part for free within 7 business days of receiving your issue report.

To report a damaged product, please email our customer service team with the subject line "Transportation". We will work with you to resolve the issue.

## **Installation**

For proper installation and operation of our interior doors, we recommend that you hire a professional. However, if you choose to install the product yourself, please follow the instructions carefully. Please note that we are not responsible for any damage or issues that occur as a result of improper installation.

If you encounter any installation issues, please contact our customer service team. Please use the subject line "Installation".

## **Aftersale Services & Warranty**

We stand behind the quality of our products and are committed to ensuring our customers are satisfied with their purchase. **We provide 5-year warranty on all hardware and 6-month warranty on doors** (please refer to Warranty page for details)

If your product requires repair or service after purchase, please contact our customer service team. We will work with you to identify the issue and determine the appropriate solution. If the product falls under warranty, we will provide replacement free of charge.

For non-warranty repairs, we will provide a quote for the repair. Once approved, we will work with you to arrange for the repair to be completed as quickly as possible.

Please contact our customer service team. Please use the subject line "Aftersale". Providing detail pictures or videos would be appreciated to help us better understand your problem.

### **Contact Us for Other Issues**

If your question does not fall into the above categories , please contact our customer service team. Please use the subject line "Others".

### **Please notes: Please provide below info to help us better understand your problem**

Contact Name:

PO Number: [If you have already placed an order]

Receiving Address: [This is the address to receive replacement parts]

Tel: [This is the number to receive replacement parts]