

Return Policy Marketplace guidelines must be followed for processing all return requests

### Unshipped Items Return Policy

- 10 % restocking fee will be charged for unshipped item returns without valid reason within 30 days of the original order being processed.

### Shipped Items Return Policy

- For quality or other issues, the Buyer can request a refund or reshipment within 10 days after the end customer has received the item. The reshipment fee will be borne by the Seller.

Warranty Policy Marketplace guidelines must be followed during after-sales services

Beginning from the date of delivery, purchased products include a 2 month warranty. In the event of manufacturing defects, the Buyer can request a refund, partial reshipment or full reshipment within the warranty period.

Please note that the warranty policy does not apply to the following situations:

- Damage resulting from negligence, abuse, normal wear and tear or natural disaster and accidents, including but not limited to: burns, cuts, tears abrasions, scratches, watermarks, indentation or pet damage
- Damage resulting from unauthorized modifications, except with written approval from Seller
- Products with their own individual warranty policy
- Claims caused by logistics and transportation, such as packet loss, etc.
- Claims caused by quality problems, please contact the customer to provide pictures or detailed description.