

Question & Answer

Q1: Will all my packages be delivered at the same time?

A1: Most of our products are shipped in **multiple boxes**, usually handed over to the logistics provider on the same day for transportation. In most cases they will be delivered at the same time. However, due to the heavyweight of some boxes, they might be assigned to different trucks for delivery. If you plan to hire an installer, ensure all packages are delivered before scheduling installation. You can verify the number of packages through the tracking numbers, **one tracking number equals one package**.

Q2: What should I do if the logistics tracking hasn't been updated?

A2: We will deliver your products to the logistics provider as soon as possible after receipt of the order, and you will receive the tracking number. Please check the shipping progress on the logistics provider's website. Please be patient as there may be a delay between shipping and the logistics provider's scanning. If there is no update for more than 2-3 business days, **contact us** or directly call the logistics company to inquire about any potential issues, such as holidays or adverse weather conditions causing delays.

Q3: Why does my package appear to be opened and repackaged?

A3: Sometimes, due to the excessive weight of the package, delivery personnel may open it to facilitate easier handling, ensuring they can manage it on their own. They then repack the items to maintain the integrity of the packaging. While this may sound unusual, occasional situations like this can arise. Although we hope to avoid such occurrences, they might happen unexpectedly. If you discover any issues with the product after installation, **please contact us immediately**, and we will assist in resolving the matter. This problem is common with heavier cases and is not usually seen with regular products.

Q4: Why is there a slight difference between the product received and the advertising pictures?

A4: Due to variations in display monitors and lighting conditions during photography, the actual color of the product may differ slightly. **This is unavoidable**. For accurate color representation, please refer to the actual product color. If there is any discrepancy between the product and the images, please contact us. We suggest you can refer to our customer photos for more accurate information.

Q5: Why is the size on the box not exactly the same as on the product page?

A5: The dimensions on the box are typically approximate figures provided by the factory, so there might be slight variations in decimals. Please refer to the product details page for accurate measurements. Additionally, the box label may display the dimensions of the packaging box, not the actual product size, so please be aware of that distinction.