

Description

Return & Warranty

Protection Service Rates

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

### **Unshipped Items Return Policy**

- Sellers do not accept return requests for unshipped items.

### **Shipped Items Return Policy**

- For quality or other issues, the Buyer can request a refund or reshipment within 7 days after the end customer has received the item. The reshipment fee will be borne by the Seller.
- After 7 days have passed since the end customer received their order, RMA requests will no longer be accepted aside from quality or logistics related issues.

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

Beginning from the date of delivery, purchased products include a 3 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