

# **INSTALLATION**

*Product Manual*



### **IMPORTANT INFORMATION!**

Please read the entire manual before starting to assemble and/or using this product follow the manual thoroughly and keep it for further reference.



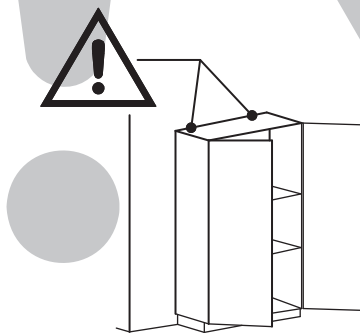
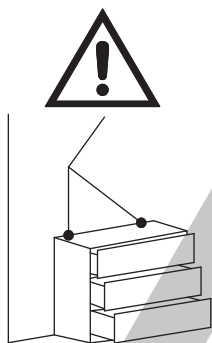
### **AVOID SCRATCHES!**

In order to avoid scratching this furniture should be assembled on a soft layer-could be a rug.



### **IMPROVE EFFICIENCY !**

Try to find a partner to install with you, which can speed up the installation efficiency and shorten the time.



### **ANTI-TOPPLE WARNING !**

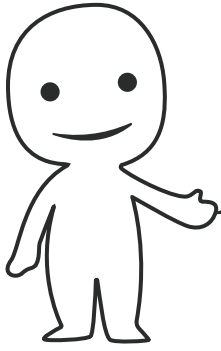
Overturnd furniture can cause serious or fatal crush injuries. To prevent tipping over, be sure to use the wall attachment, if not included with this product. Please purchase the wall attachment that fit your wall. If unsure, seek professional advice. Please read and follow each step of the instructions carefully.

### **IMPORTANT !**

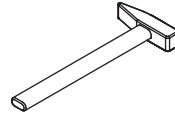
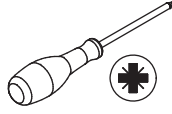
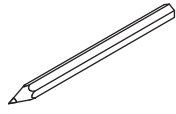
It is important that any product which is assembled using any kind of screw is re-tightened 2 weeks after assembly, and once every 3 months - in order to assure stability through-out the lifespan of the product.

For regular maintenance and cleaning of the product, for the frame, please use a rag dipped in neutral detergent to fully wipe it, and then dry it with a clean rag. For glass materials, wipe with a rag dampened with water glass cleaner, and then dry with a dry rag.

Do not use an electric screwdriver, and do not use too much force when installing, because the board is easy to break.

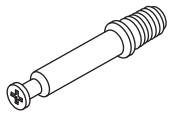


Please prepare the following tools



When installing, please carefully confirm whether each screw corresponds to the manual, accessories with similar shapes can be distinguished by size

A x 108



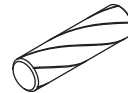
Ø 6 x 35 mm

B x 108



Ø 15 x 9 mm

C x 120



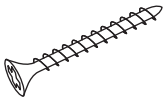
Ø 6 x 30 mm

D x 77



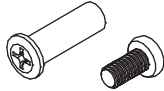
Ø 3 x 12 mm

E x 34

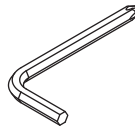


Ø 4 x 30 mm

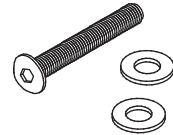
F x 4



G x 1



H x 2



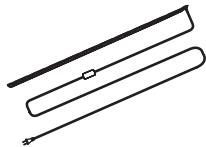
Ø 6 x 50 mm

I x 2

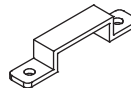


Ø 6 x 10 mm

J x 2



K x 6

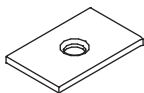


L x 65

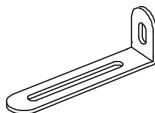


Ø 3.5 x 12 mm

M x 25



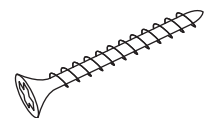
N x 2



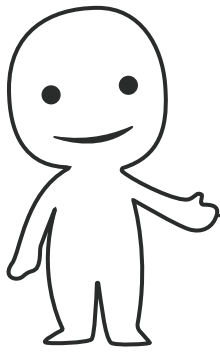
O x 2



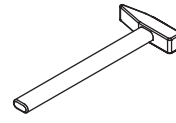
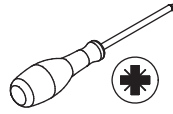
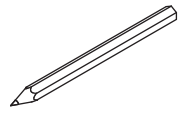
P x 2



Ø 4 x 35 mm

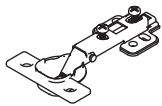


Please prepare the following tools

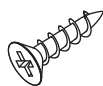


When installing, please carefully confirm whether each screw corresponds to the manual, accessories with similar shapes can be distinguished by size

Q x 4



R x 74



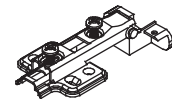
Ø 3.5 x 12 mm

S x 24

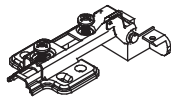


Ø 3 x 9 mm

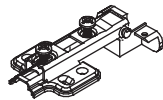
T x 4



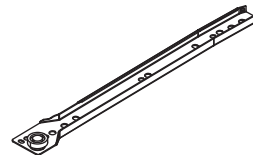
U x 4



V x 4

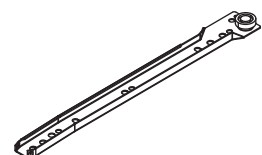


CL x 4



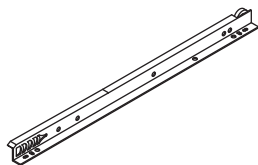
350mm

CR x 4



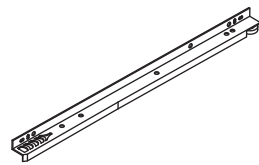
350mm

DL x 4

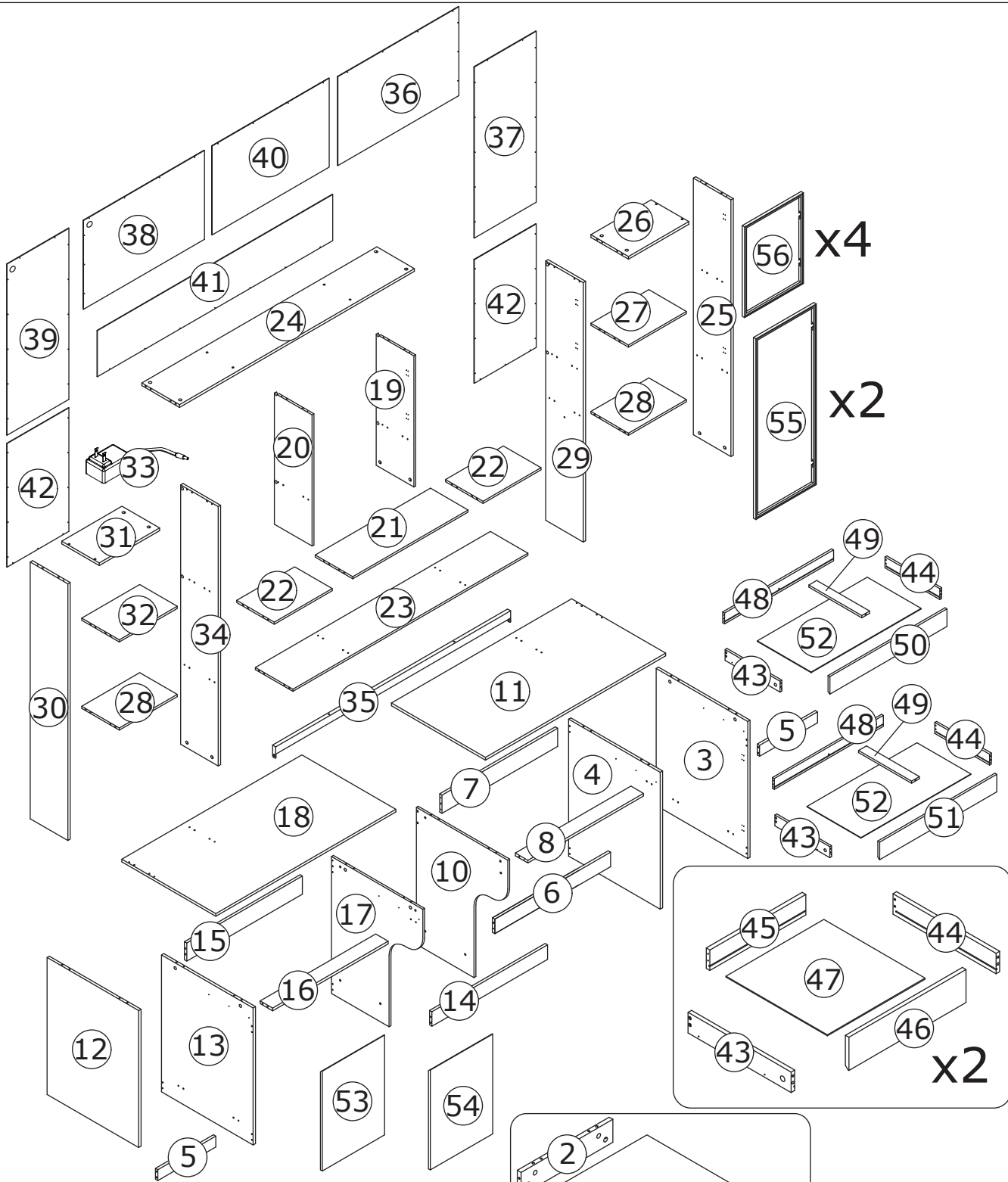


350mm

DR x 4



350mm



## ⚠ WARNING

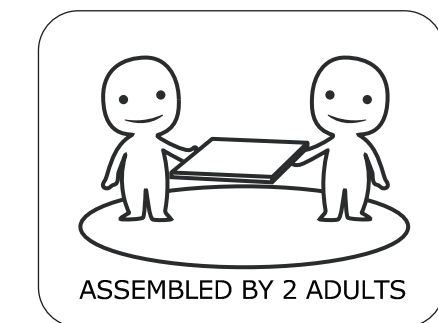
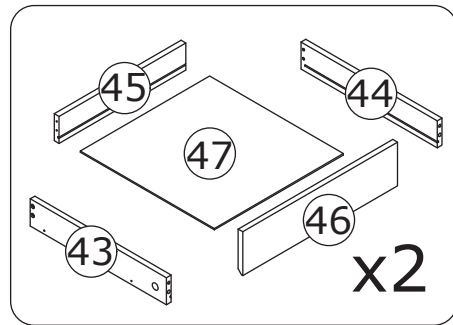
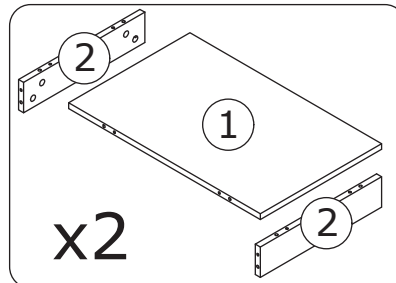


Children have died from furniture tipover. To reduce the risk of furniture tipover:

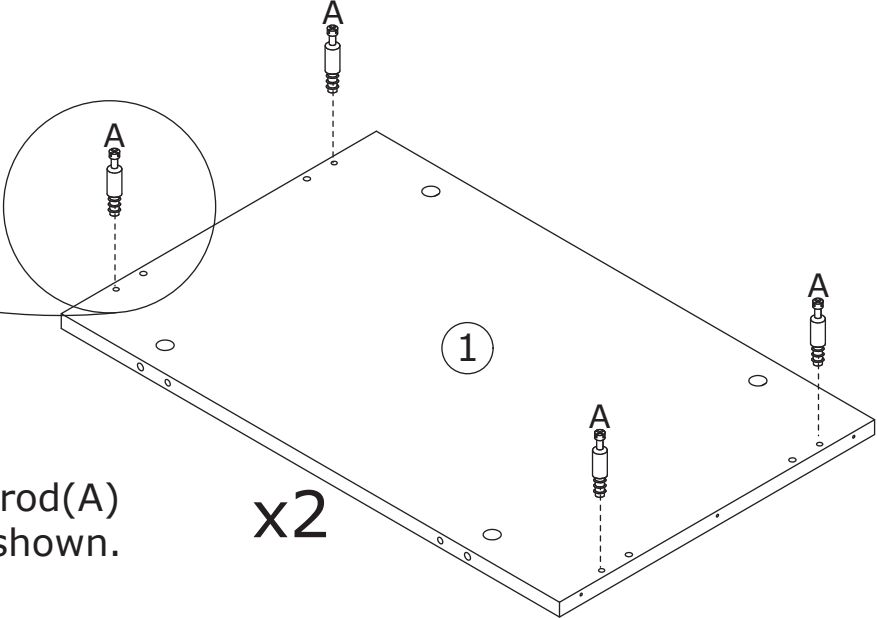
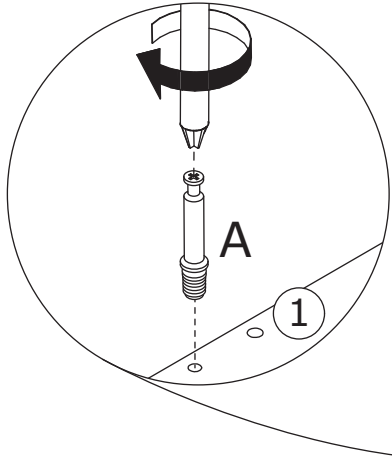
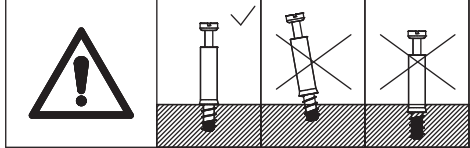
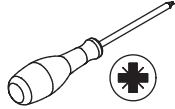
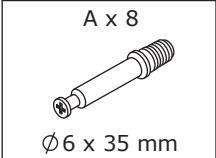
- ALWAYS install Anti-tip device provided.
- NEVER put a TV on this product.
- NEVER allow children to stand, climb or hang on drawers, doors, or shelves.
- NEVER open more than one drawer at a time.
- Place heaviest items in the lowest drawers.



*This is a permanent label.  
Do not remove!*



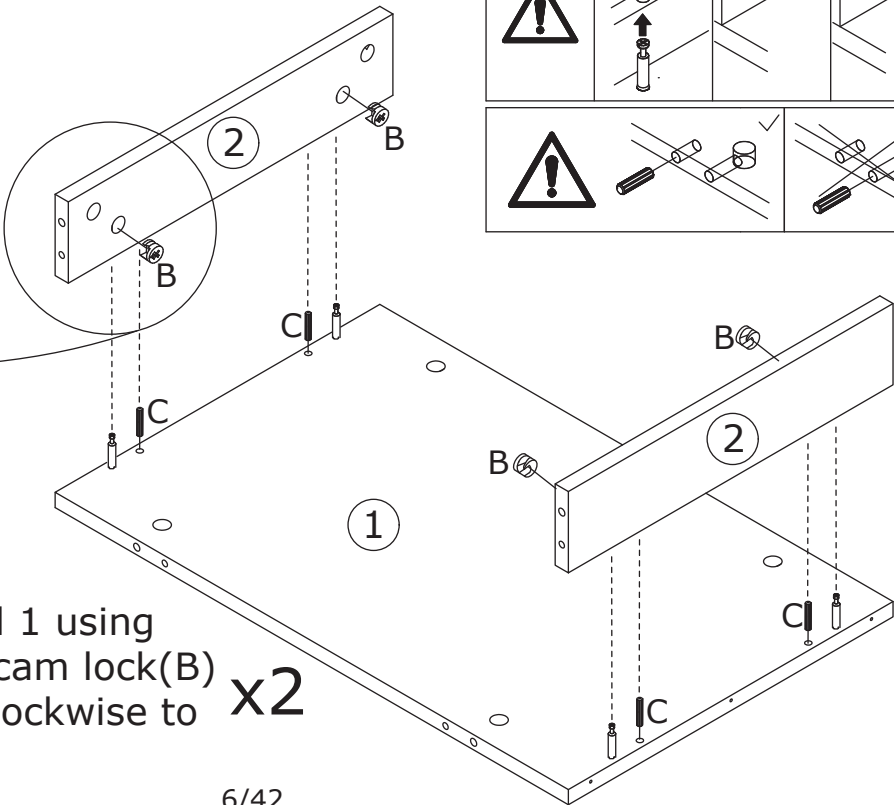
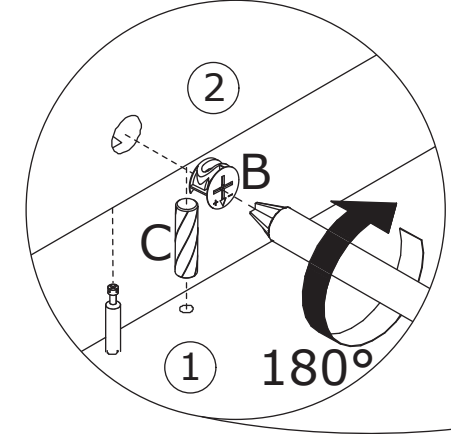
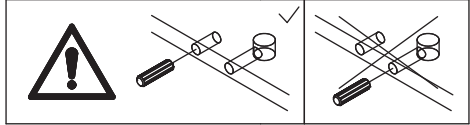
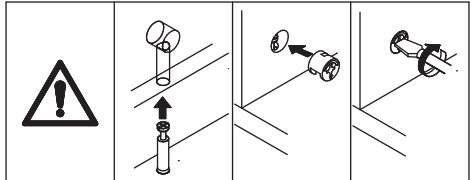
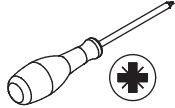
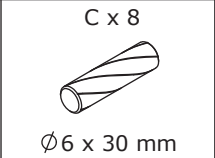
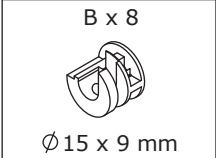
1



Screw eccentric rod (A) into board 1 as shown.

x2

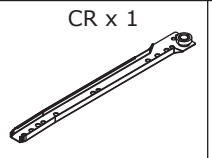
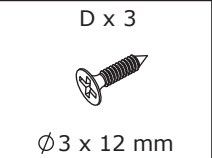
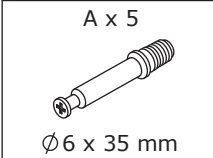
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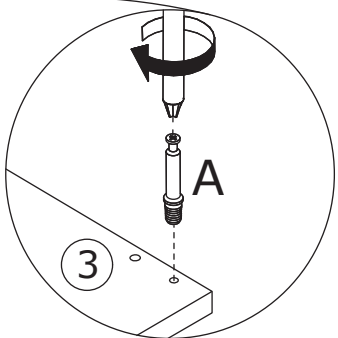
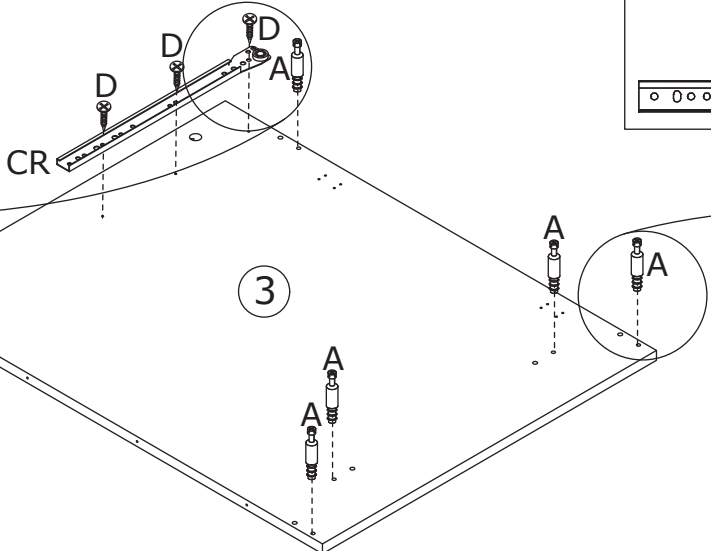
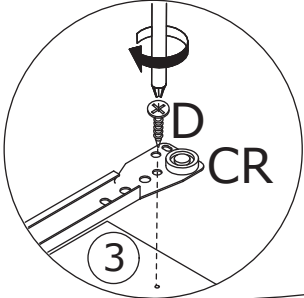
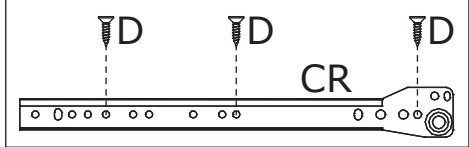
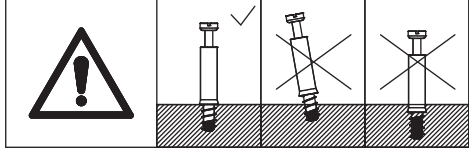
Attach board 2 to board 1 using wooden dowel (C), add cam lock (B) into board 2 and turn clockwise to tighten as shown.

x2

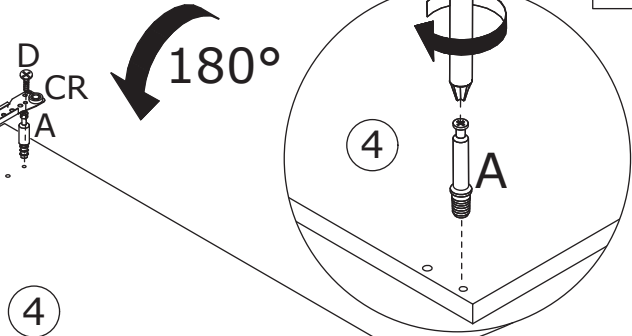
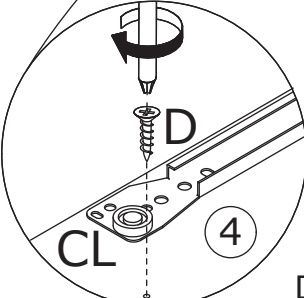
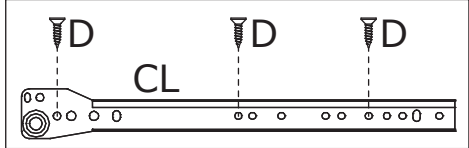
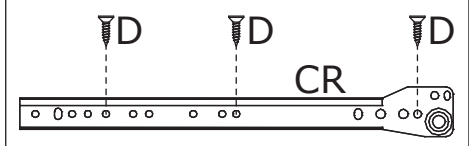
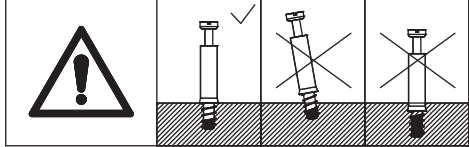
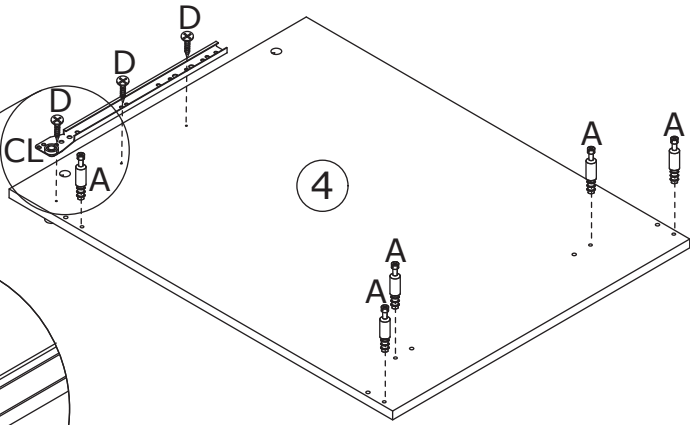
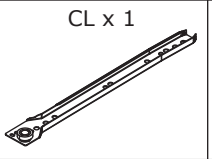
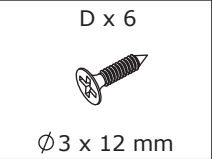
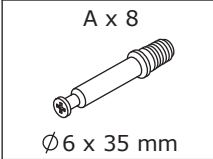
3



Fix rail(CR) to board 3 with screw(D) as shown. Screw eccentric rod(A) into board 3 as shown.



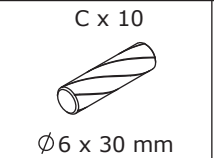
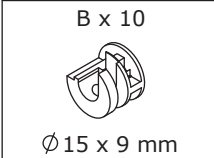
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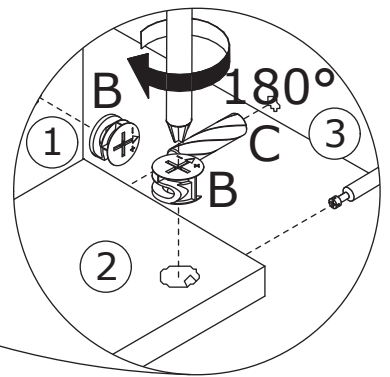
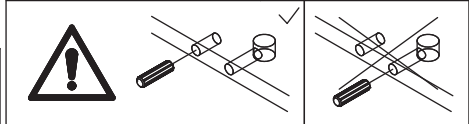
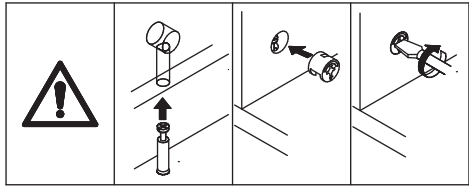
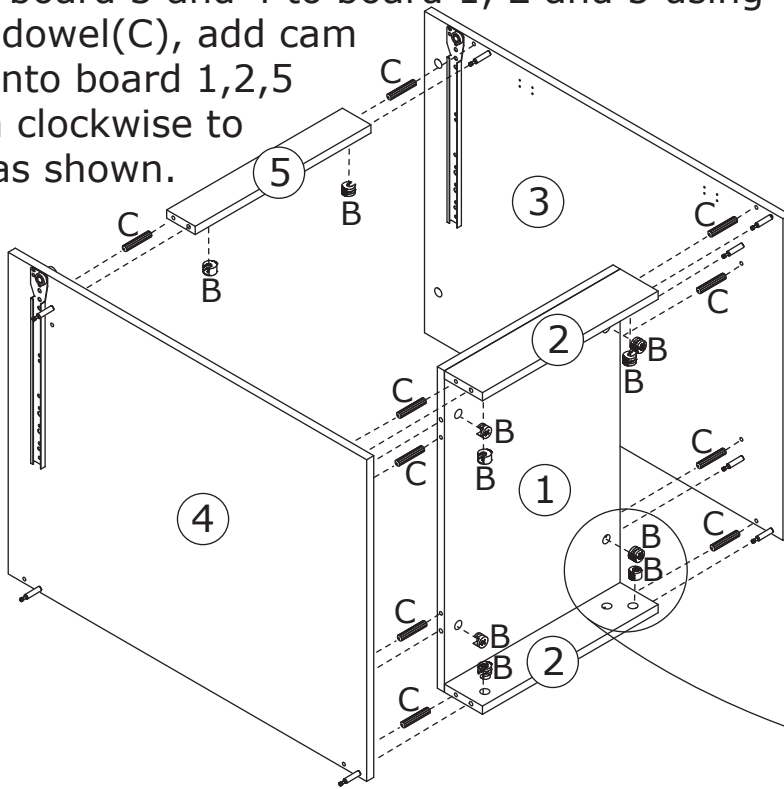
Fix rail(CR) to board 4 with screw(D) and screw eccentric rod(A) into as shown.

Flip to back, fix rail(CL) and screw eccentric rod(A) into as shown.

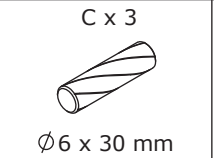
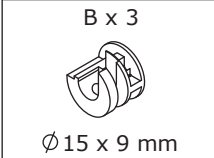
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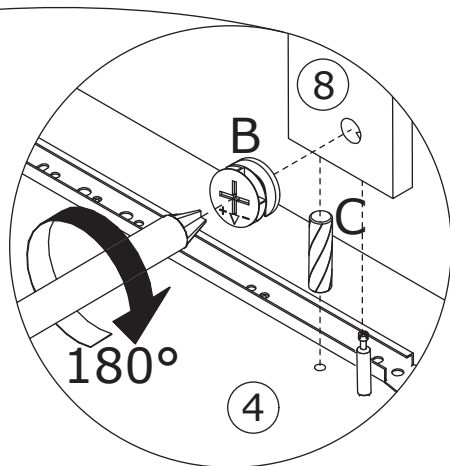
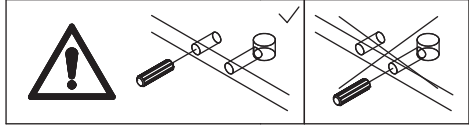
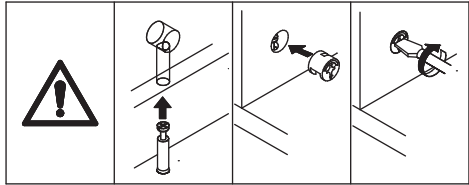
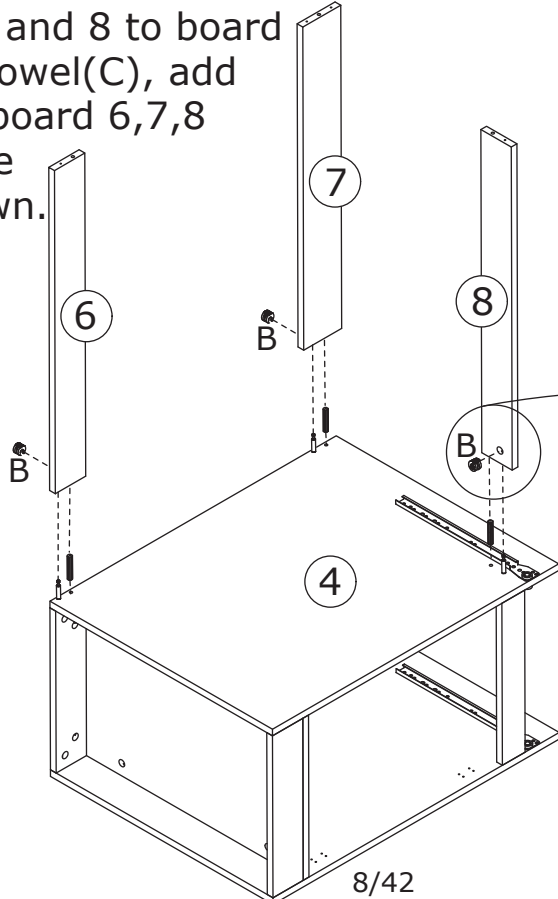
Connect board 3 and 4 to board 1, 2 and 5 using wooden dowel(C), add cam lock(B) into board 1,2,5 and turn clockwise to tighten as shown.



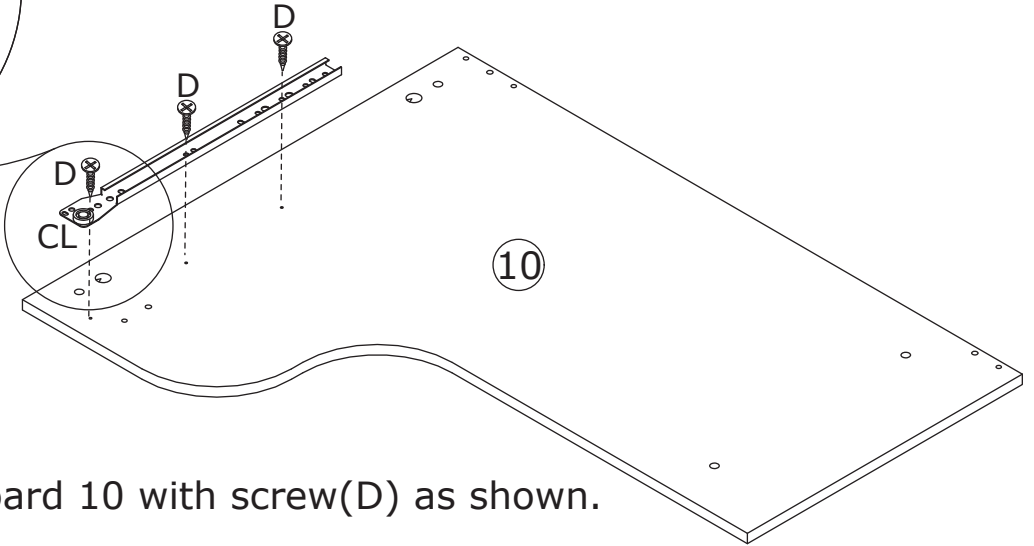
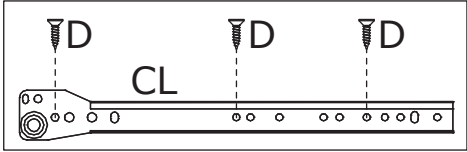
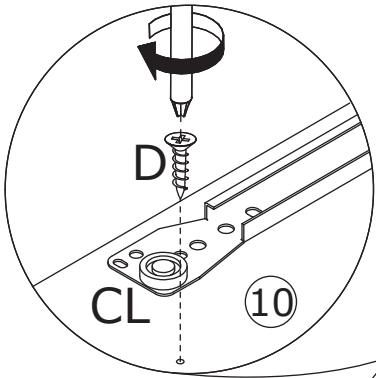
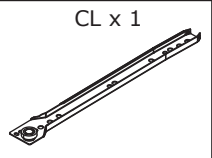
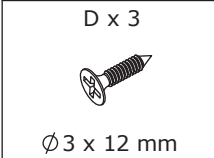
6



Attach board 6, 7 and 8 to board 4 using wooden dowel(C), add cam lock(B) into board 6,7,8 and turn clockwise to tighten as shown.

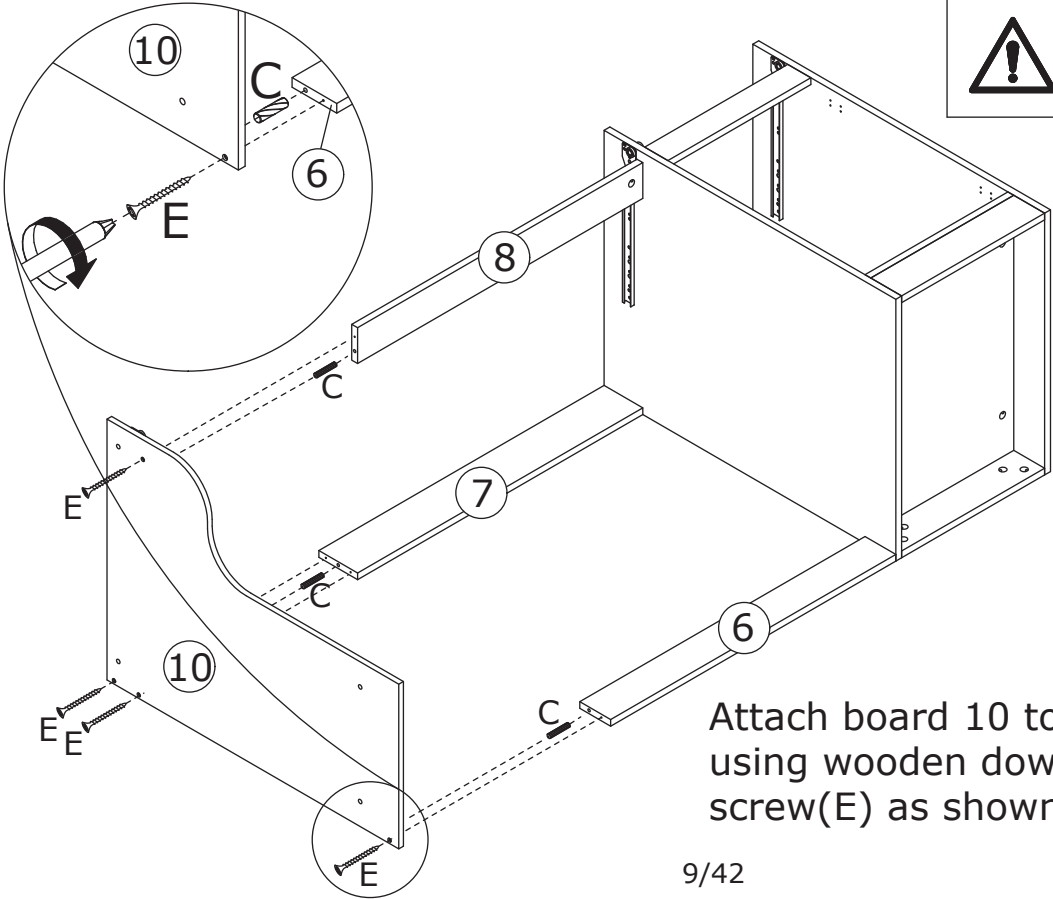
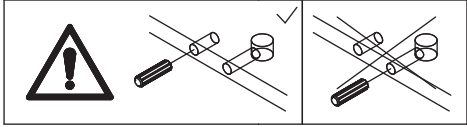
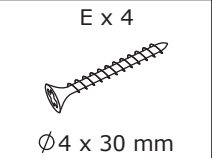
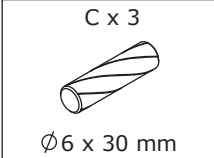


7



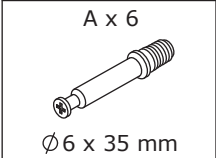
Fix rail(CL) to board 10 with screw(D) as shown.

8

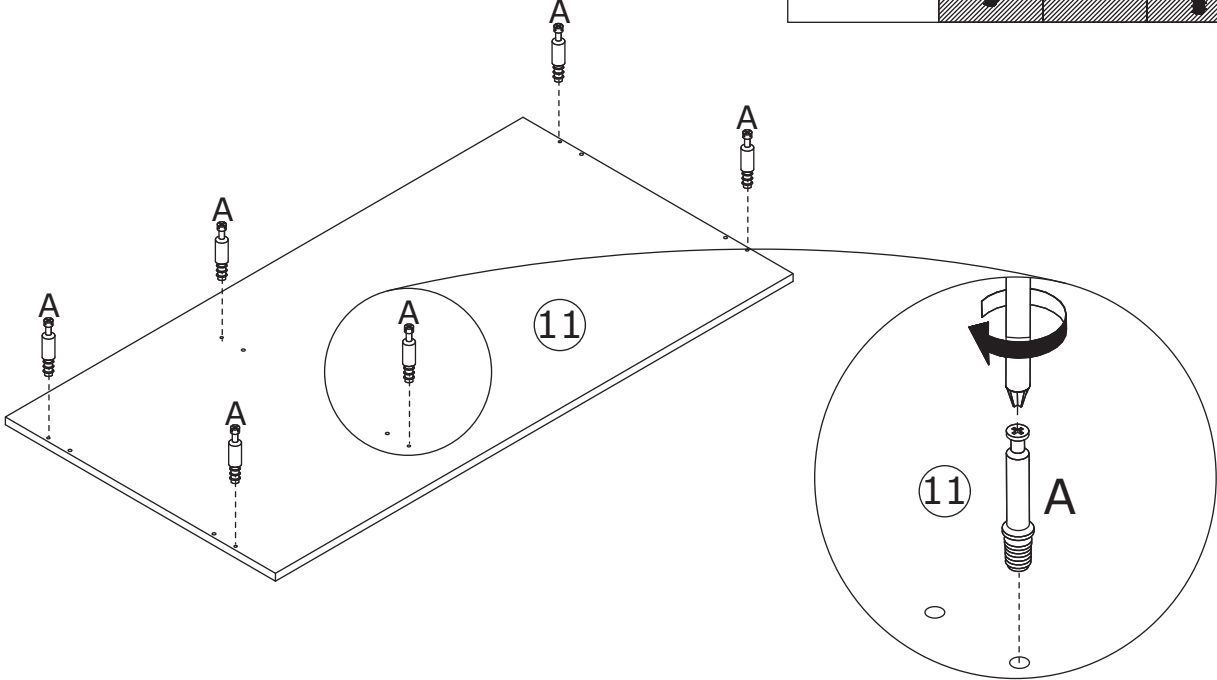
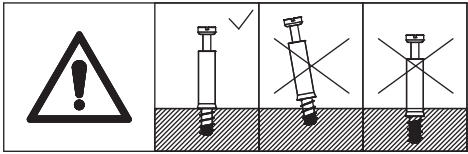


Attach board 10 to board 6, 7 and 8 using wooden dowel(C), and fix with screw(E) as shown.

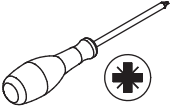
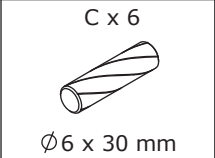
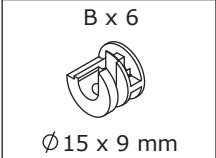
9



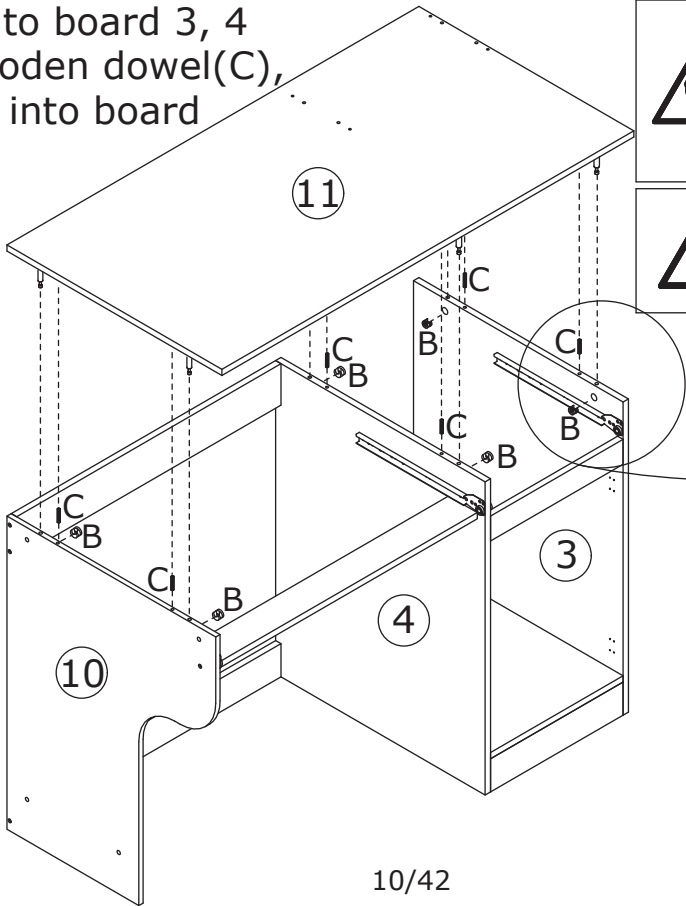
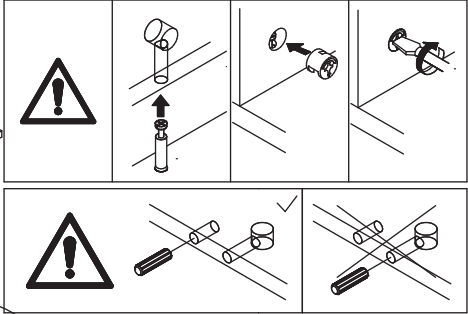
Screw eccentric rod(A) into board 11 as shown.



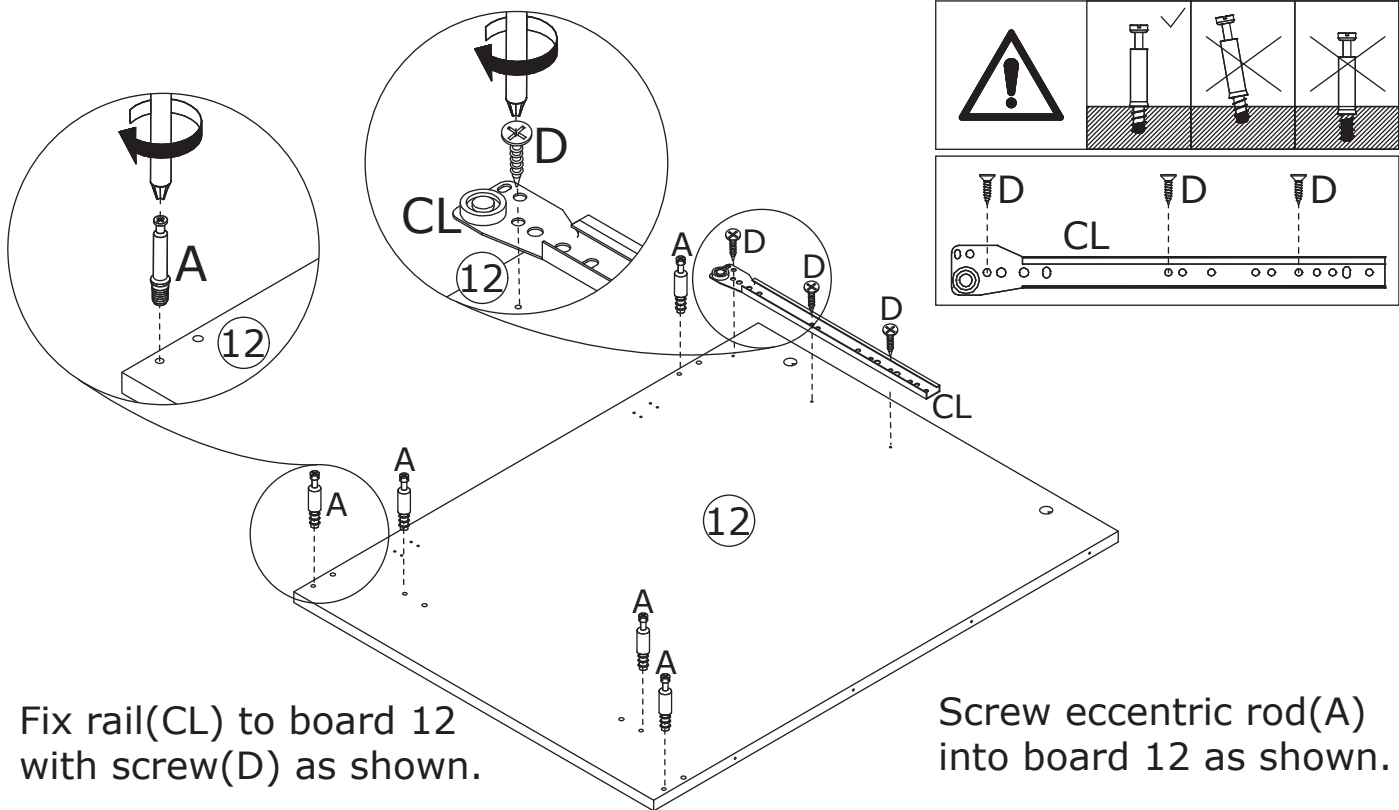
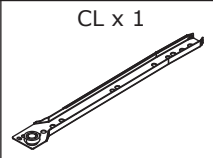
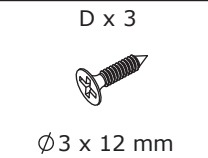
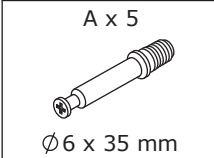
10



Attach board 11 to board 3, 4 and 10 using wooden dowel(C), add cam lock(B) into board 3,4,10 and turn clockwise to tighten as shown.



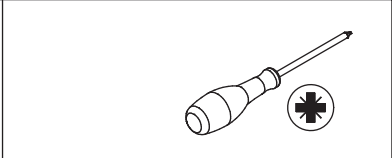
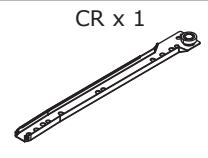
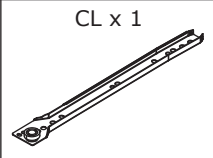
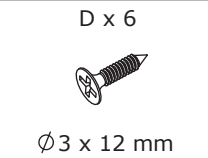
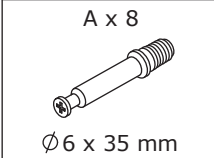
11



Fix rail(CL) to board 12 with screw(D) as shown.

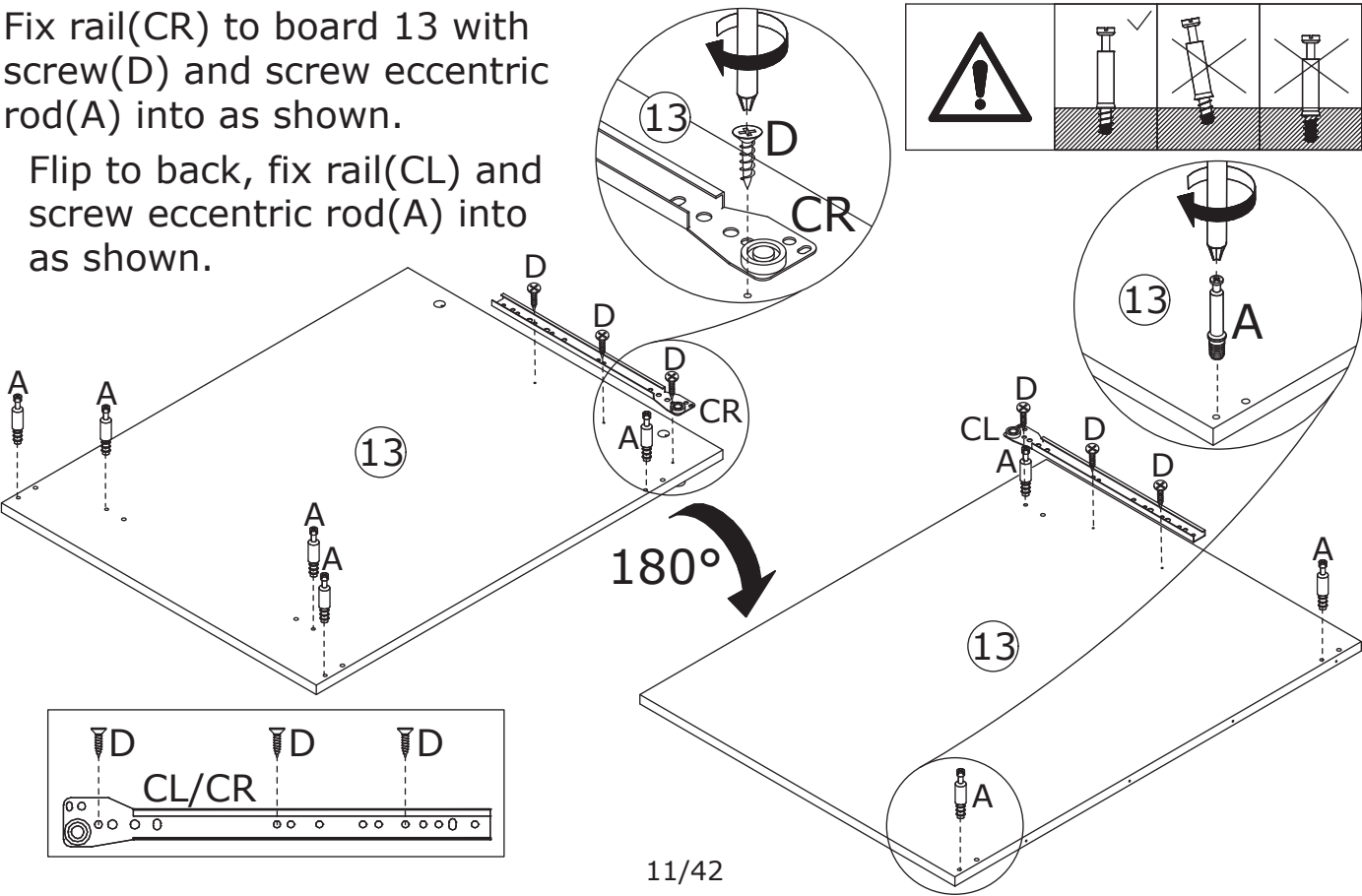
Screw eccentric rod(A) into board 12 as shown.

12



Fix rail(CR) to board 13 with screw(D) and screw eccentric rod(A) into as shown.

Flip to back, fix rail(CL) and screw eccentric rod(A) into as shown.



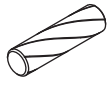
# 13

B x 10

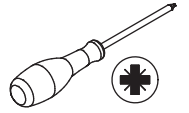


Ø 15 x 9 mm

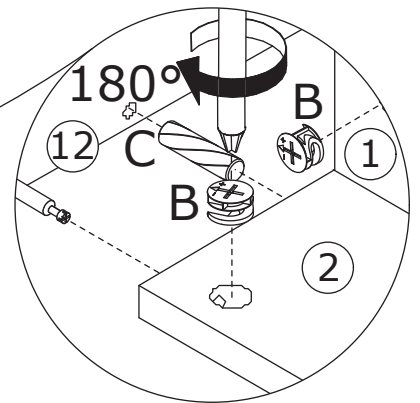
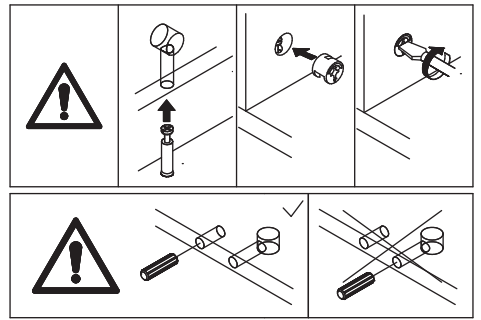
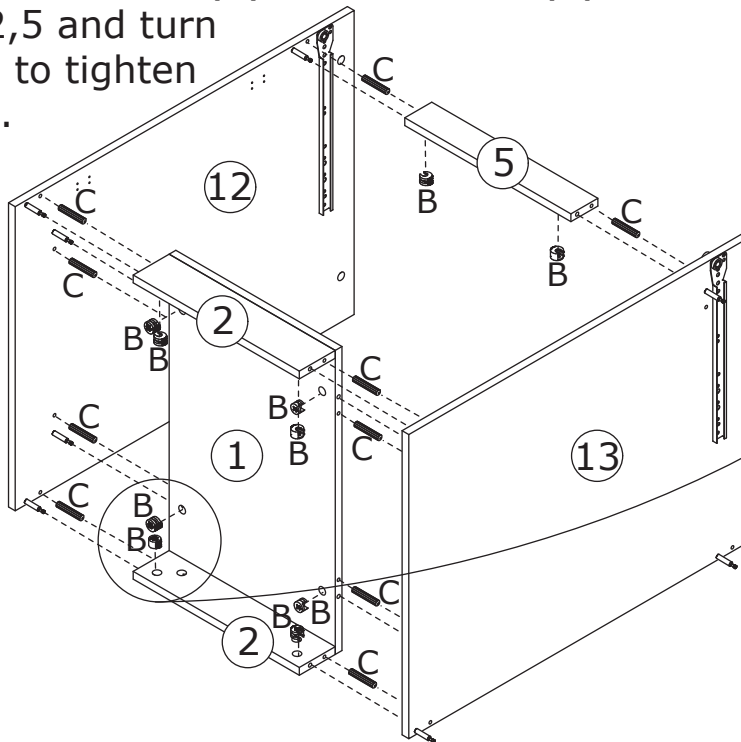
C x 10



Ø 6 x 30 mm



Connect board 12 and 13 to board 1, 2 and 5 using wooden dowel(C), add cam lock(B) into board 1,2,5 and turn clockwise to tighten as shown.



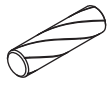
# 14

B x 3

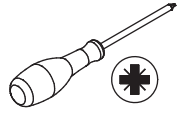


Ø 15 x 9 mm

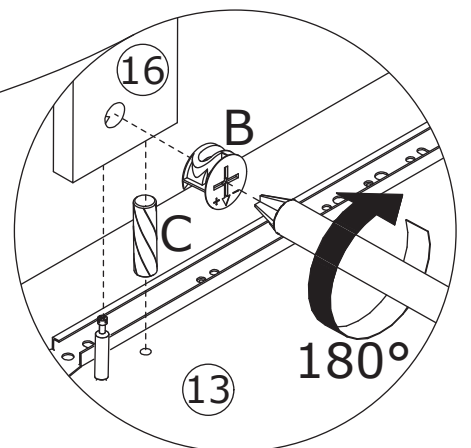
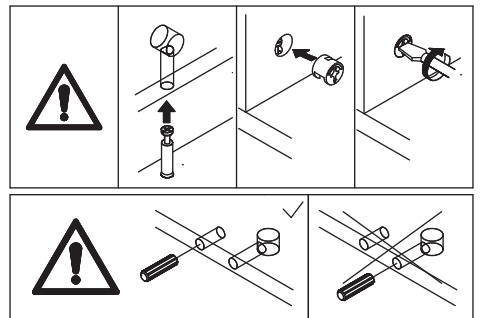
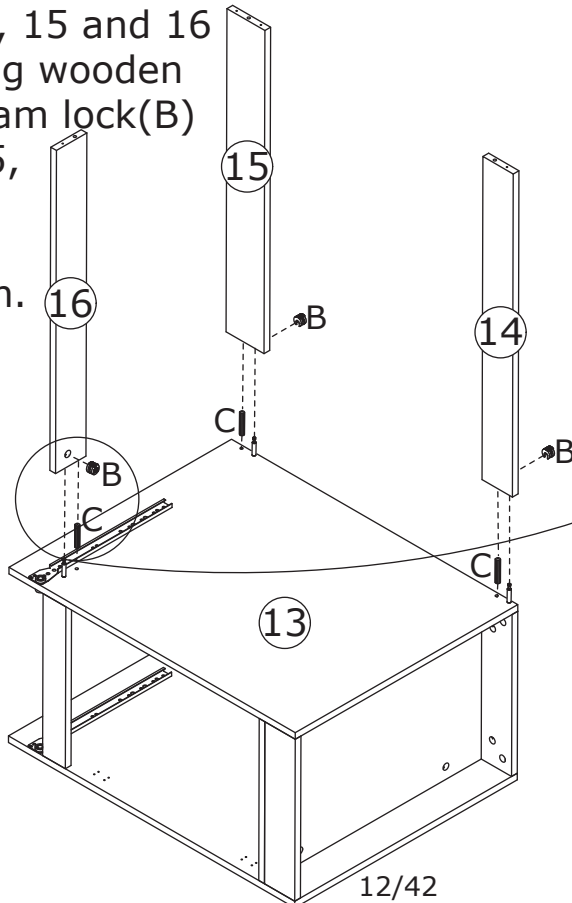
C x 3



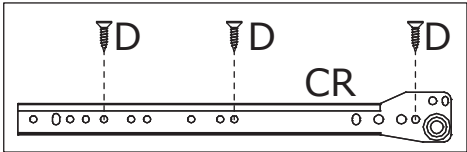
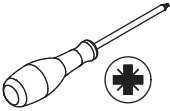
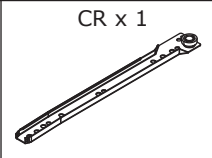
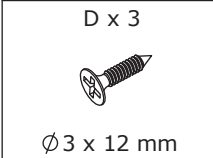
Ø 6 x 30 mm



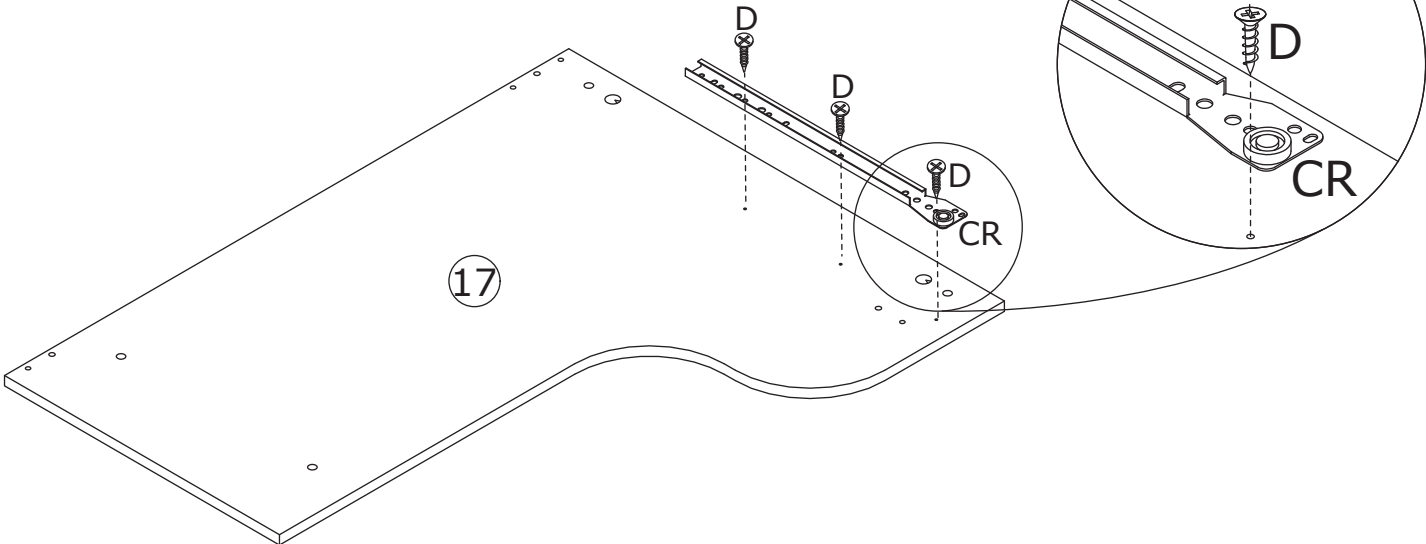
Attach board 14, 15 and 16 to board 13 using wooden dowel(C), add cam lock(B) into board 14,15, 16 and turn clockwise to tighten as shown.



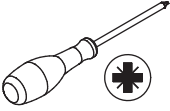
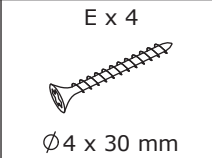
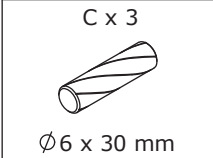
15



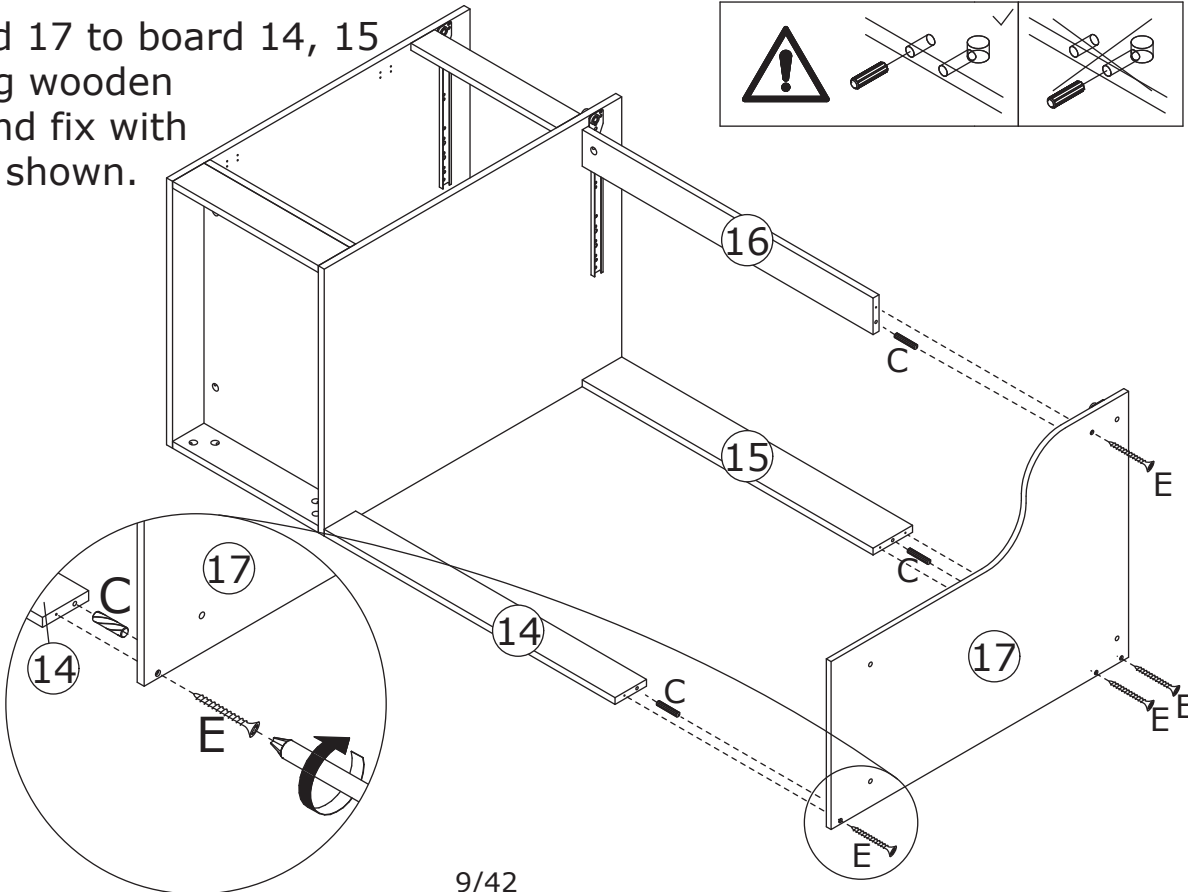
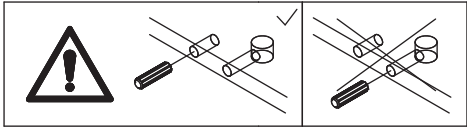
Fix rail(CR) to board 17 with screw(D) as shown.



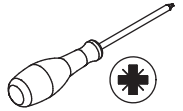
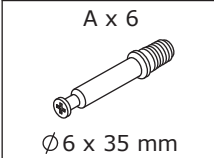
16



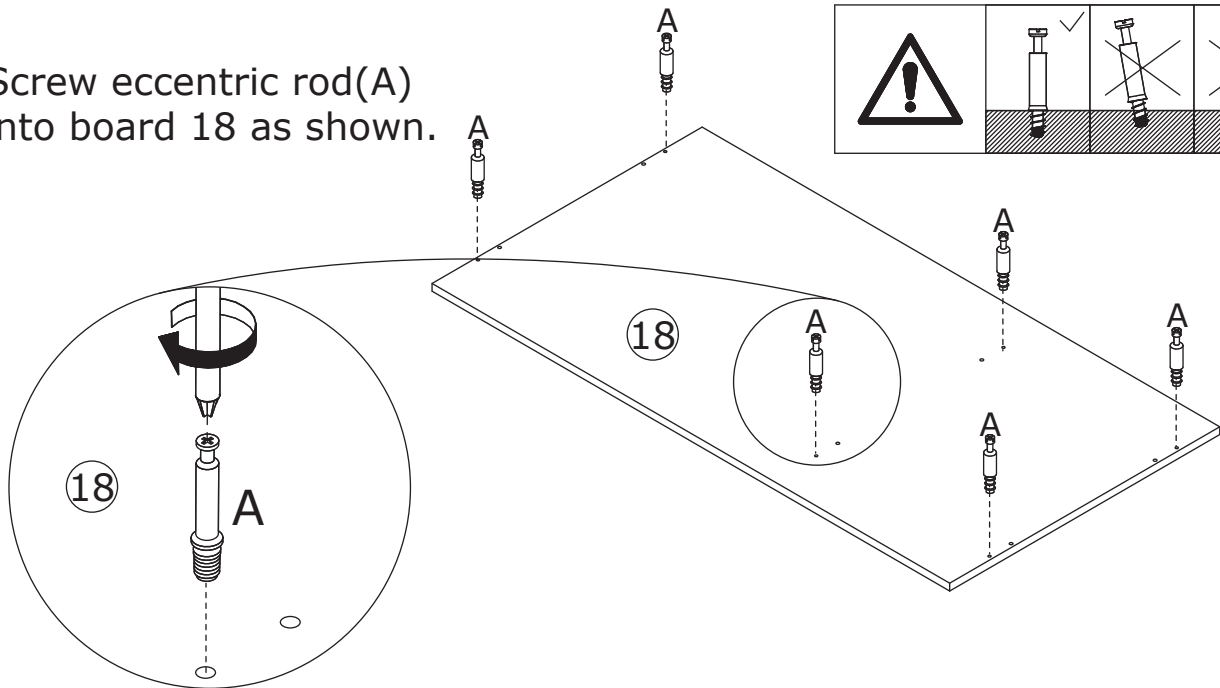
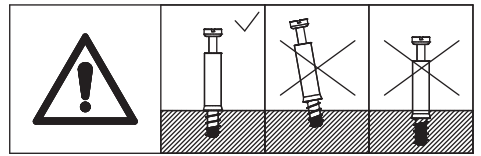
Attach board 17 to board 14, 15 and 16 using wooden dowel(C), and fix with screw(E) as shown.



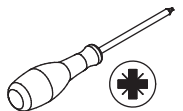
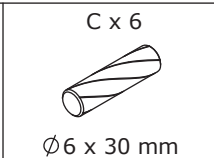
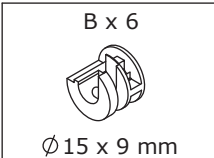
# 17



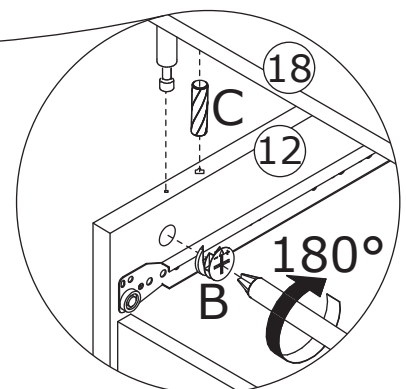
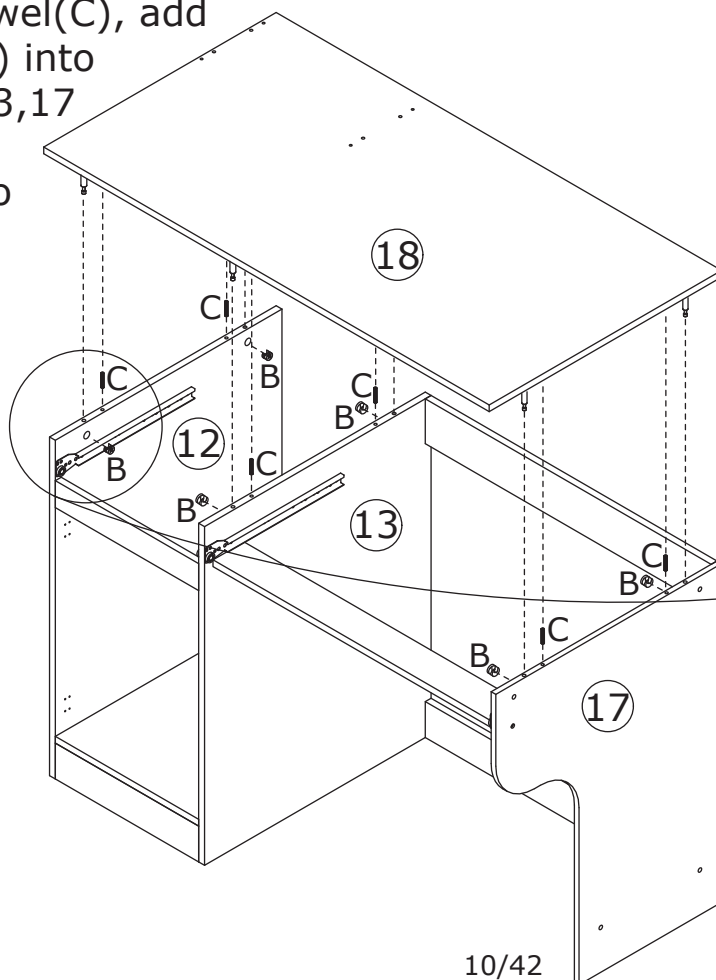
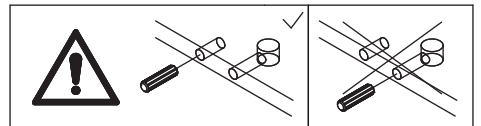
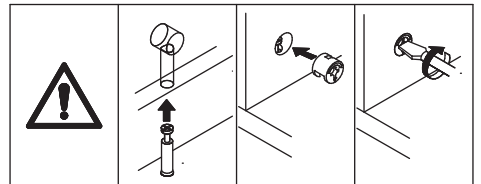
Screw eccentric rod(A)  
into board 18 as shown.



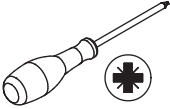
# 18



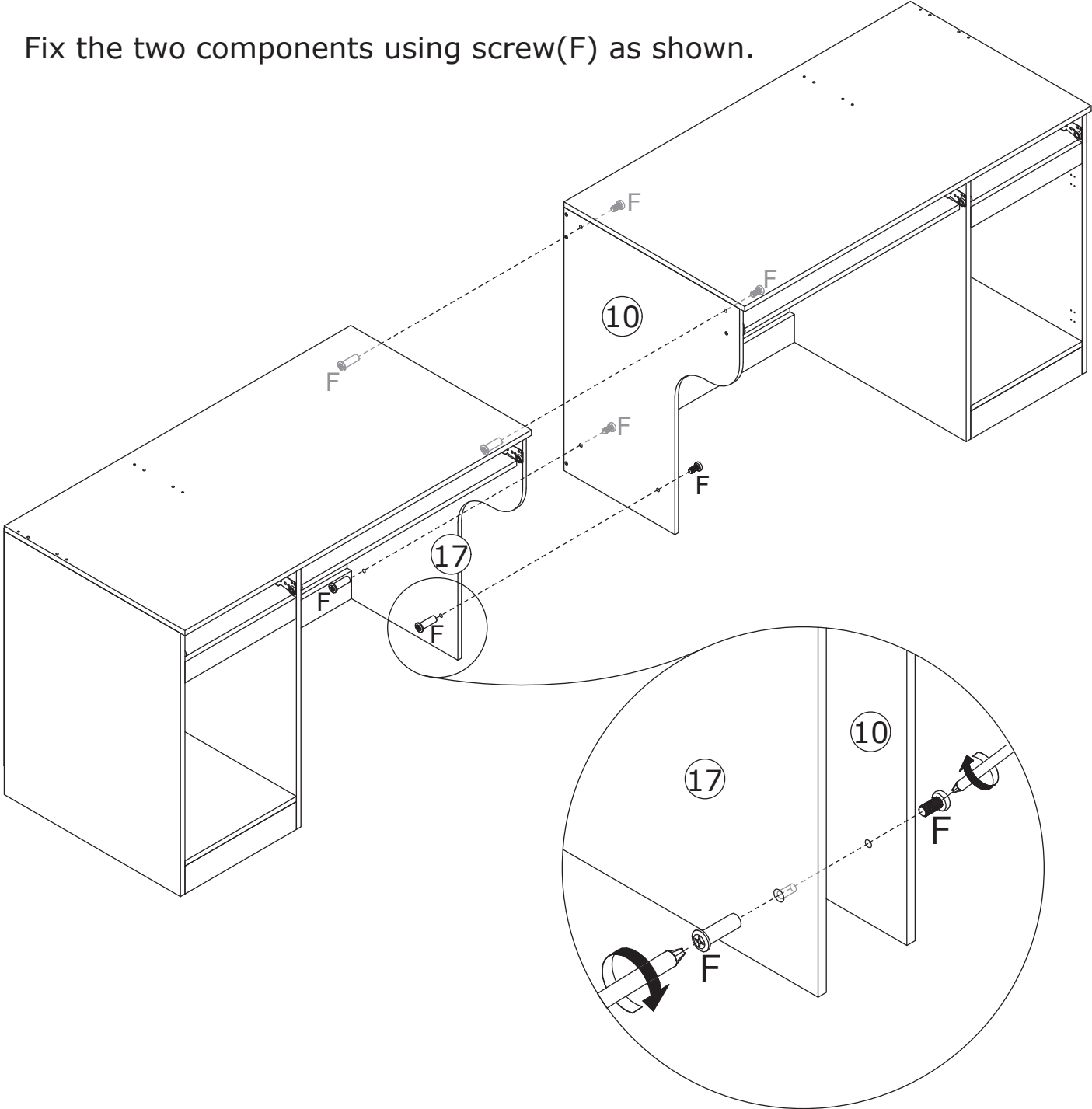
Attach board 18 to board 12, 13 and 17 using  
wooden dowel(C), add  
cam lock(B) into  
board 12,13,17  
and turn  
clockwise to  
tighten as  
shown.



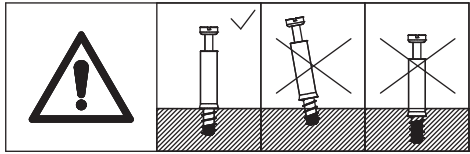
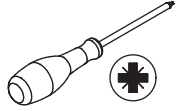
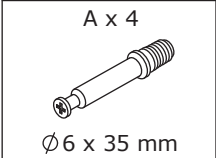
19



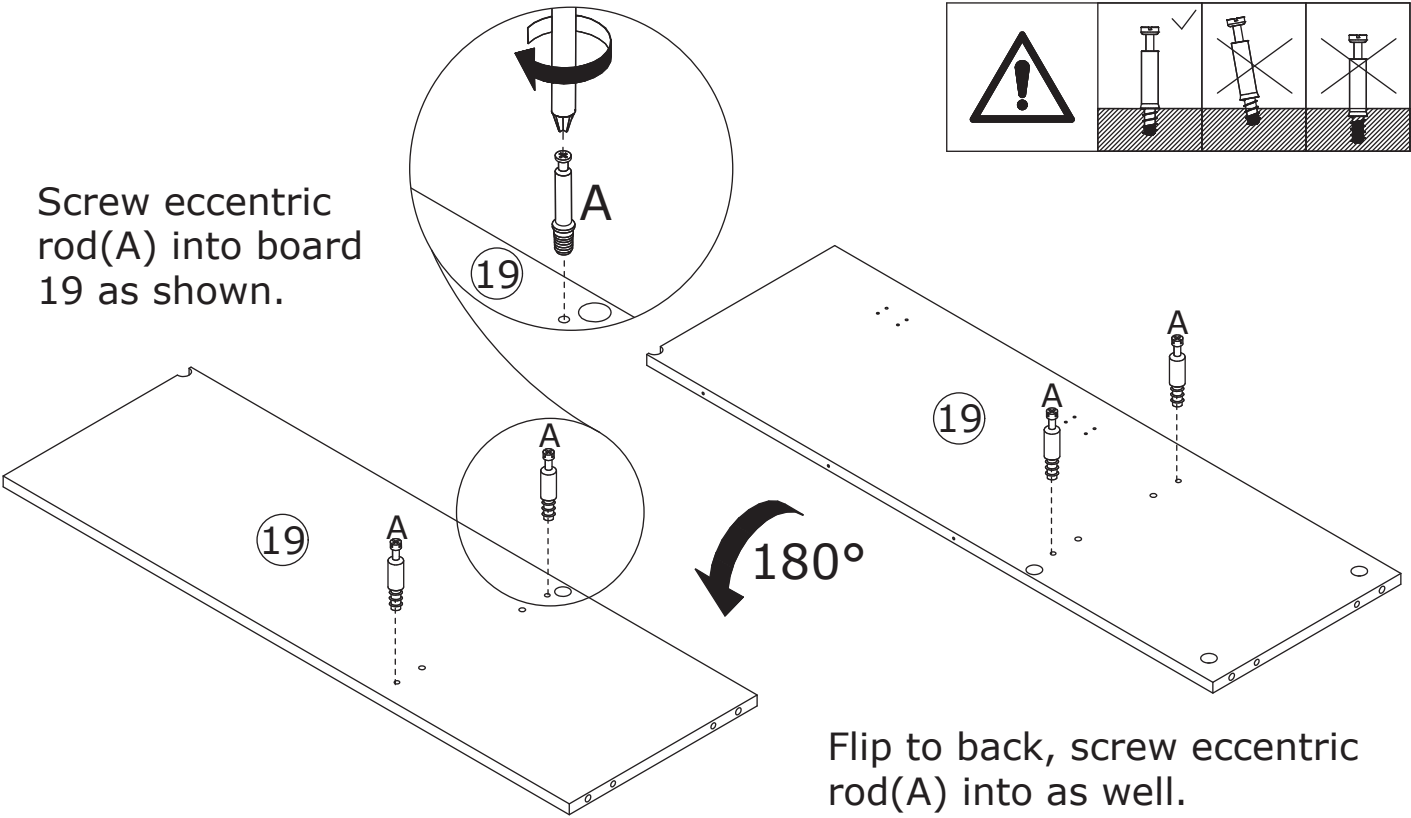
Fix the two components using screw(F) as shown.



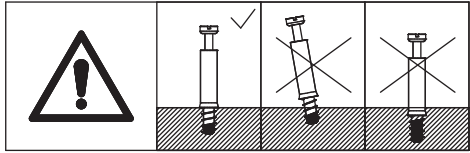
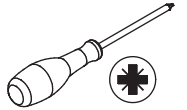
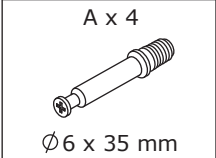
20



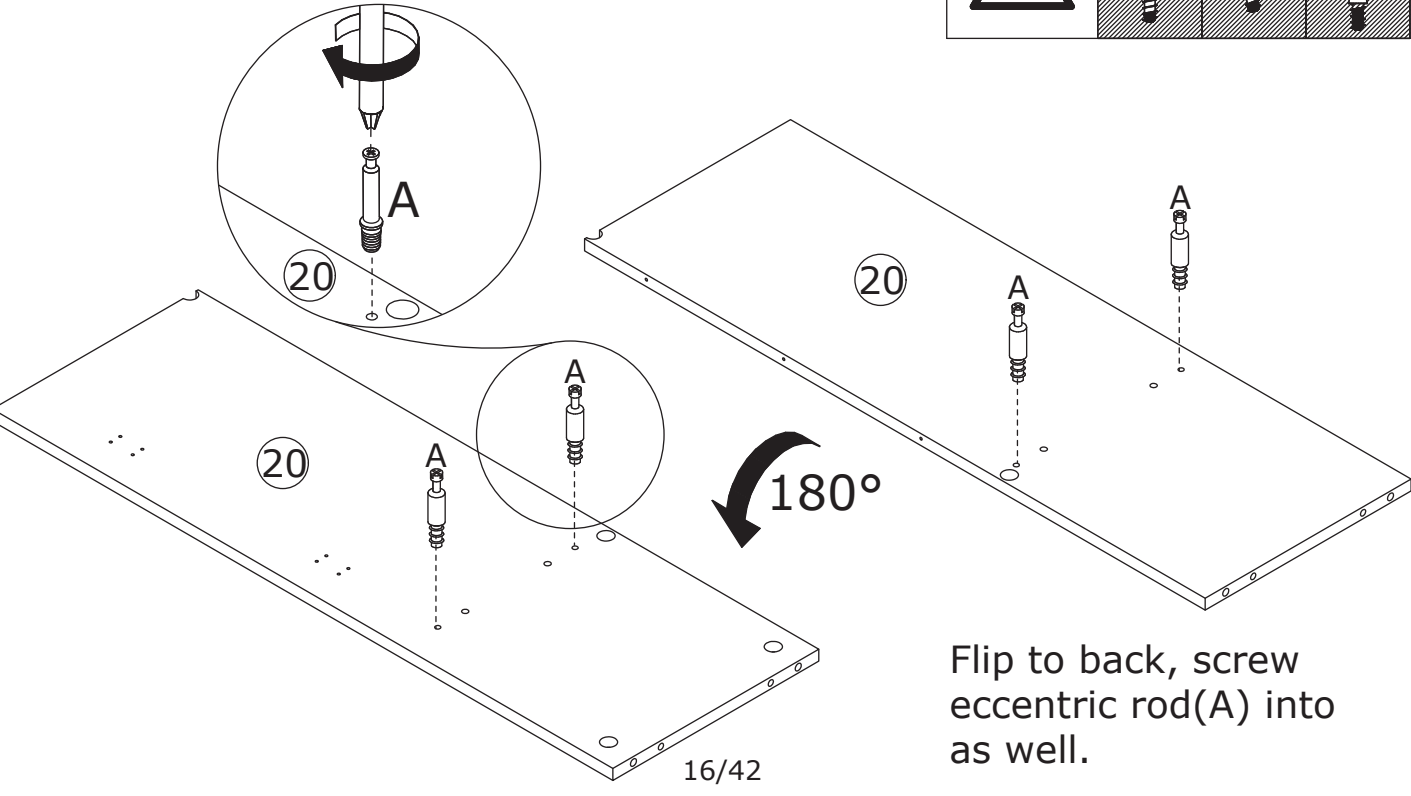
Screw eccentric rod(A) into board 19 as shown.



21



Screw eccentric rod(A) into board 20 as shown.



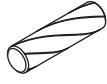
# 22

B x 4

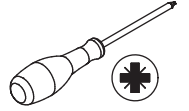


Ø15 x 9 mm

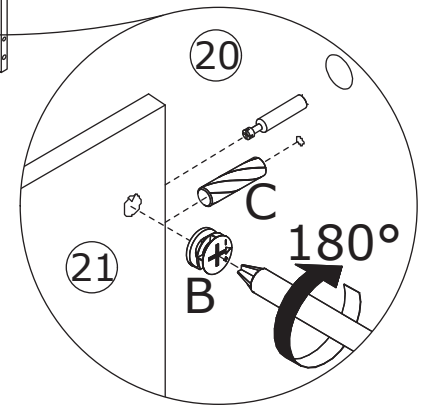
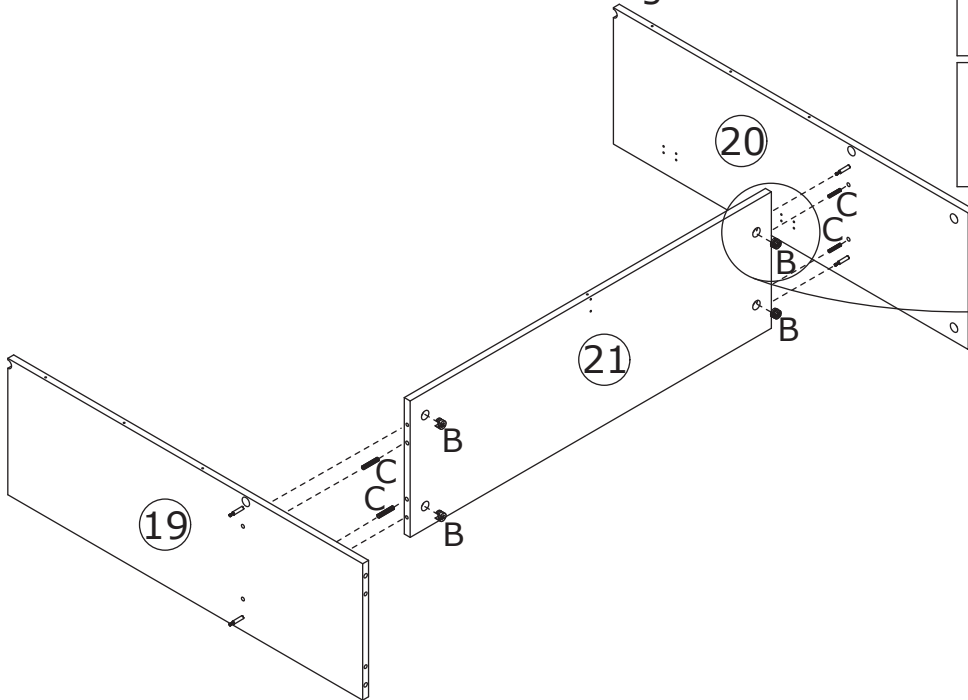
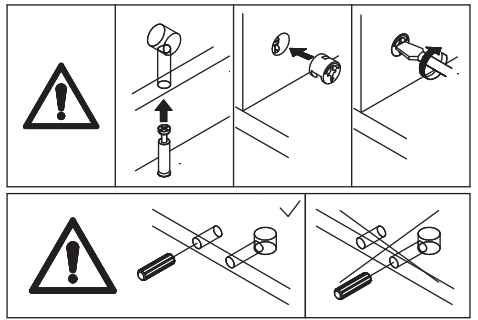
C x 4



Ø6 x 30 mm



Connect board 19 and 20 to board 21 using wooden dowel(C), add cam lock(B) into board 21 and turn clockwise to tighten as shown.



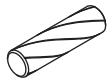
# 23

B x 4

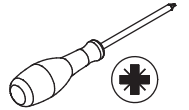


Ø15 x 9 mm

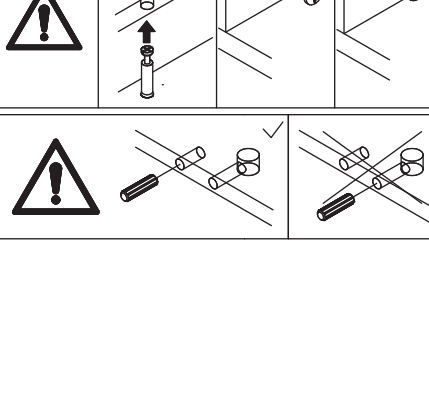
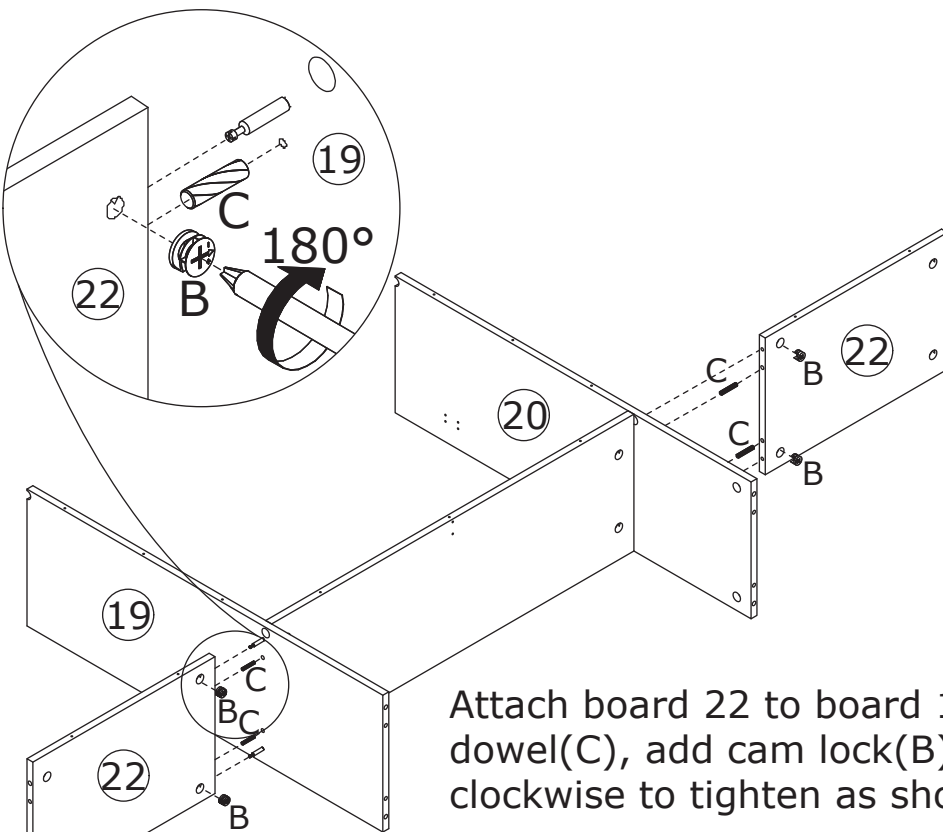
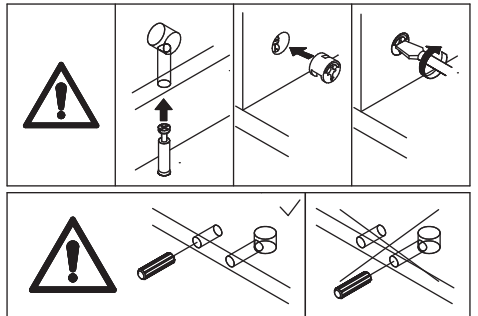
C x 4



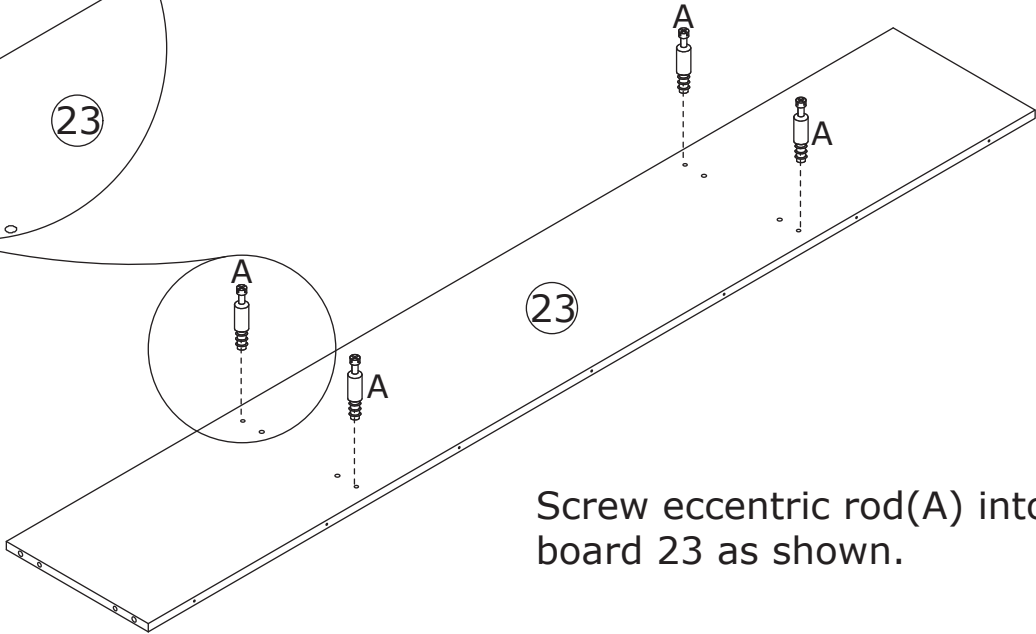
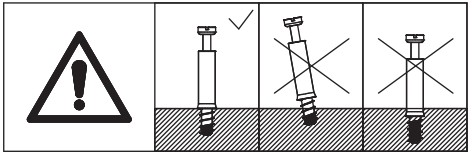
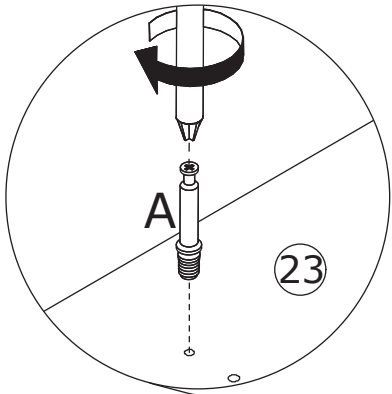
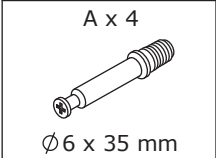
Ø6 x 30 mm



Attach board 22 to board 19 and 20 using wooden dowel(C), add cam lock(B) into board 22 and turn clockwise to tighten as shown.

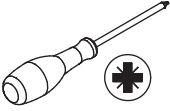
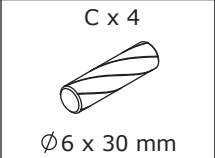
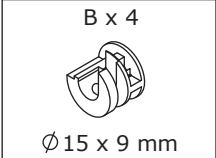


24

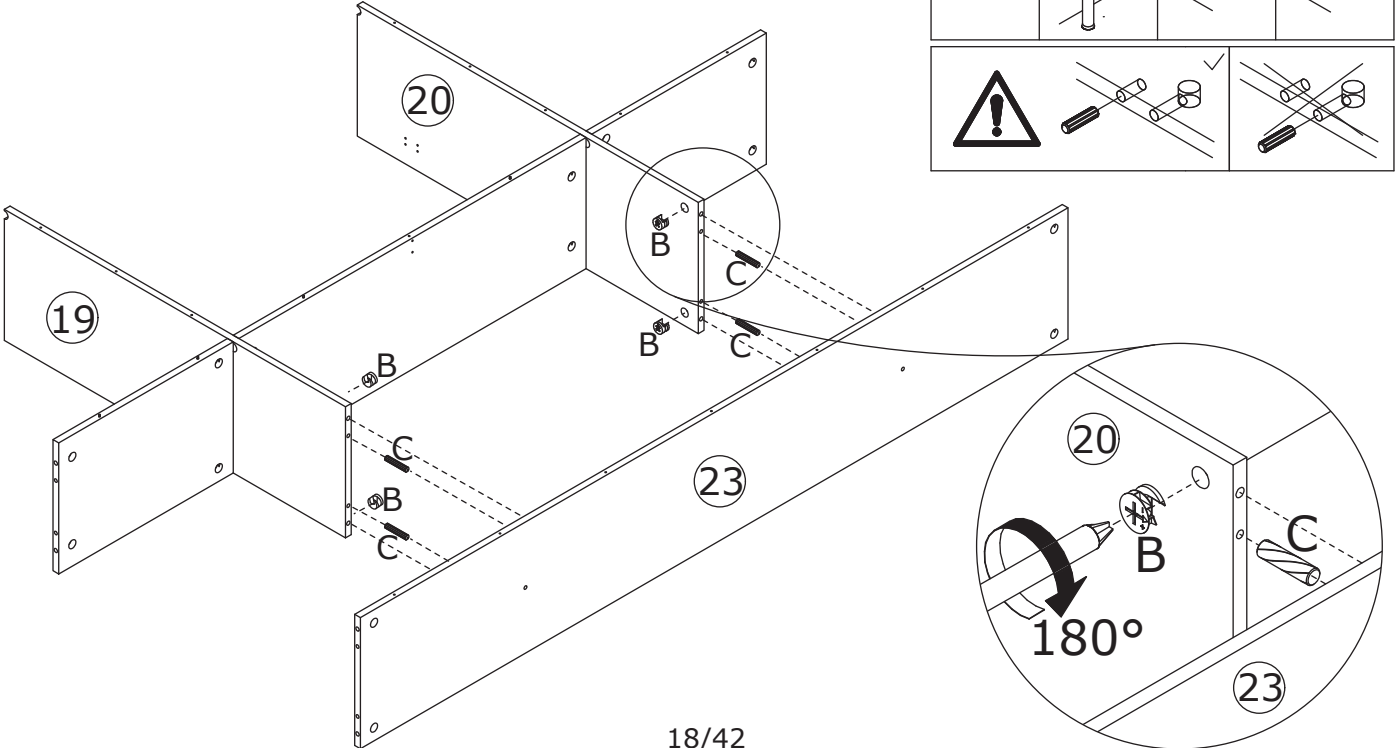
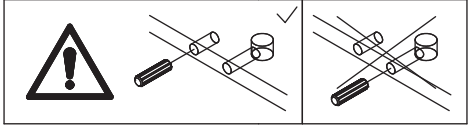
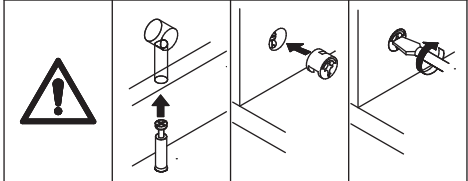


Screw eccentric rod(A) into board 23 as shown.

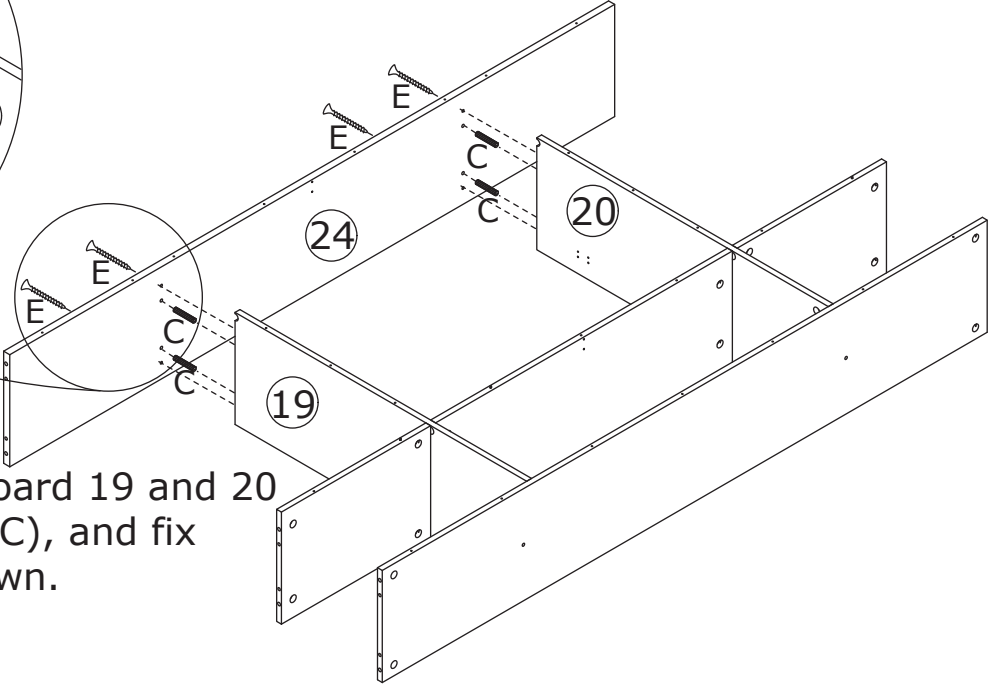
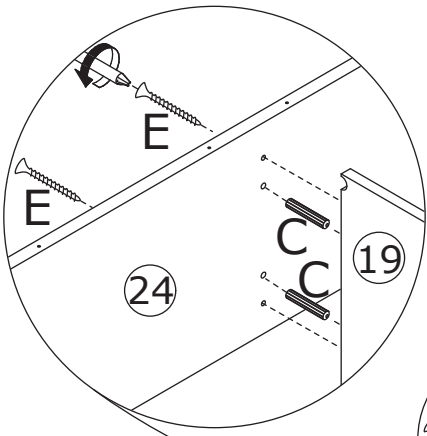
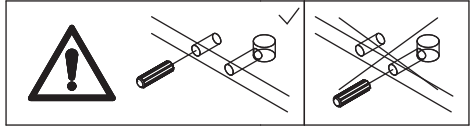
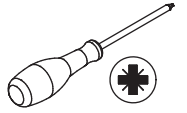
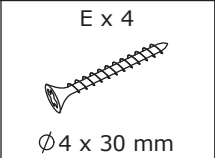
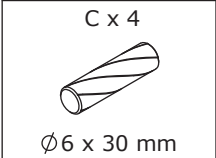
25



Attach board 23 to board 19 and 20 using wooden dowel(C), add cam lock(B) into board 19,20 and turn clockwise to tighten as shown.

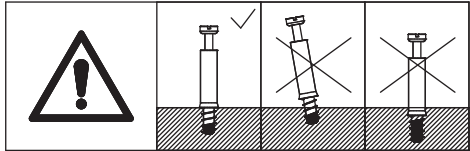
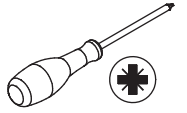


26

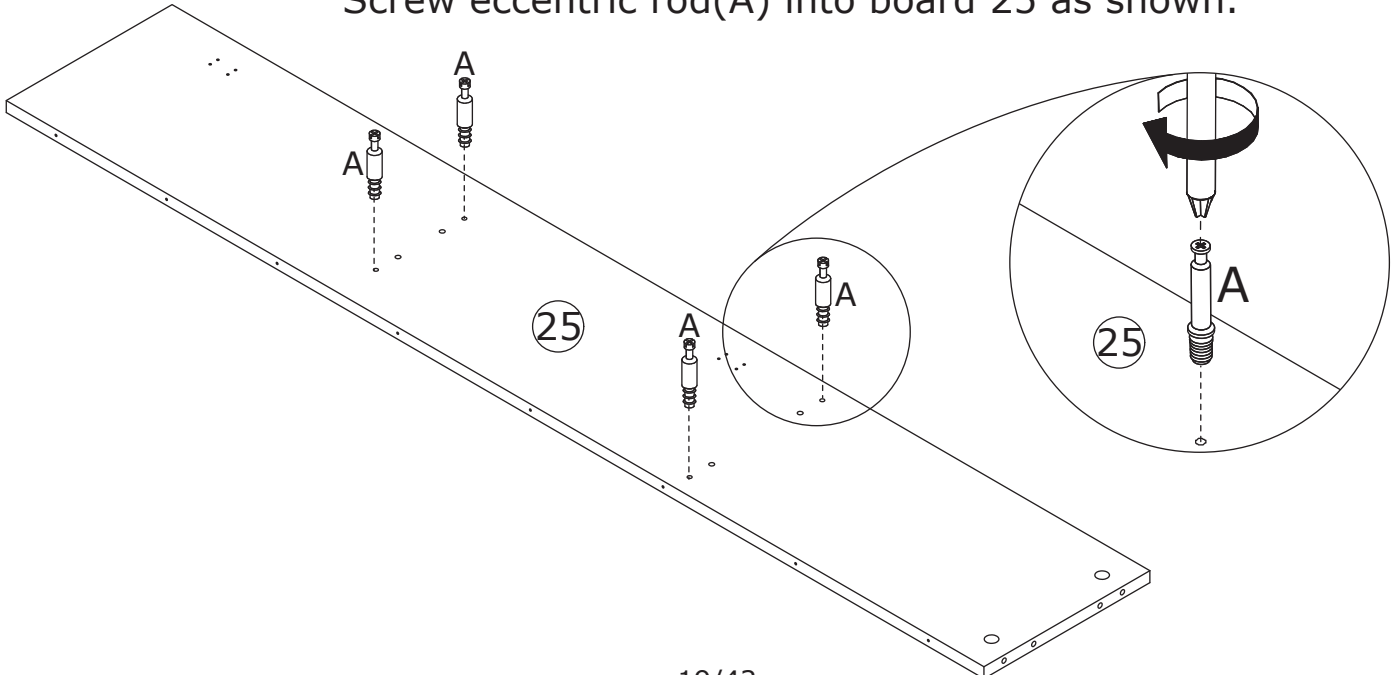


Attach board 24 to board 19 and 20 using wooden dowel(C), and fix with screw(E) as shown.


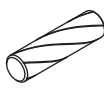
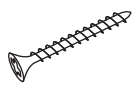
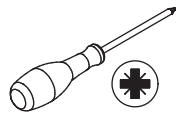

27



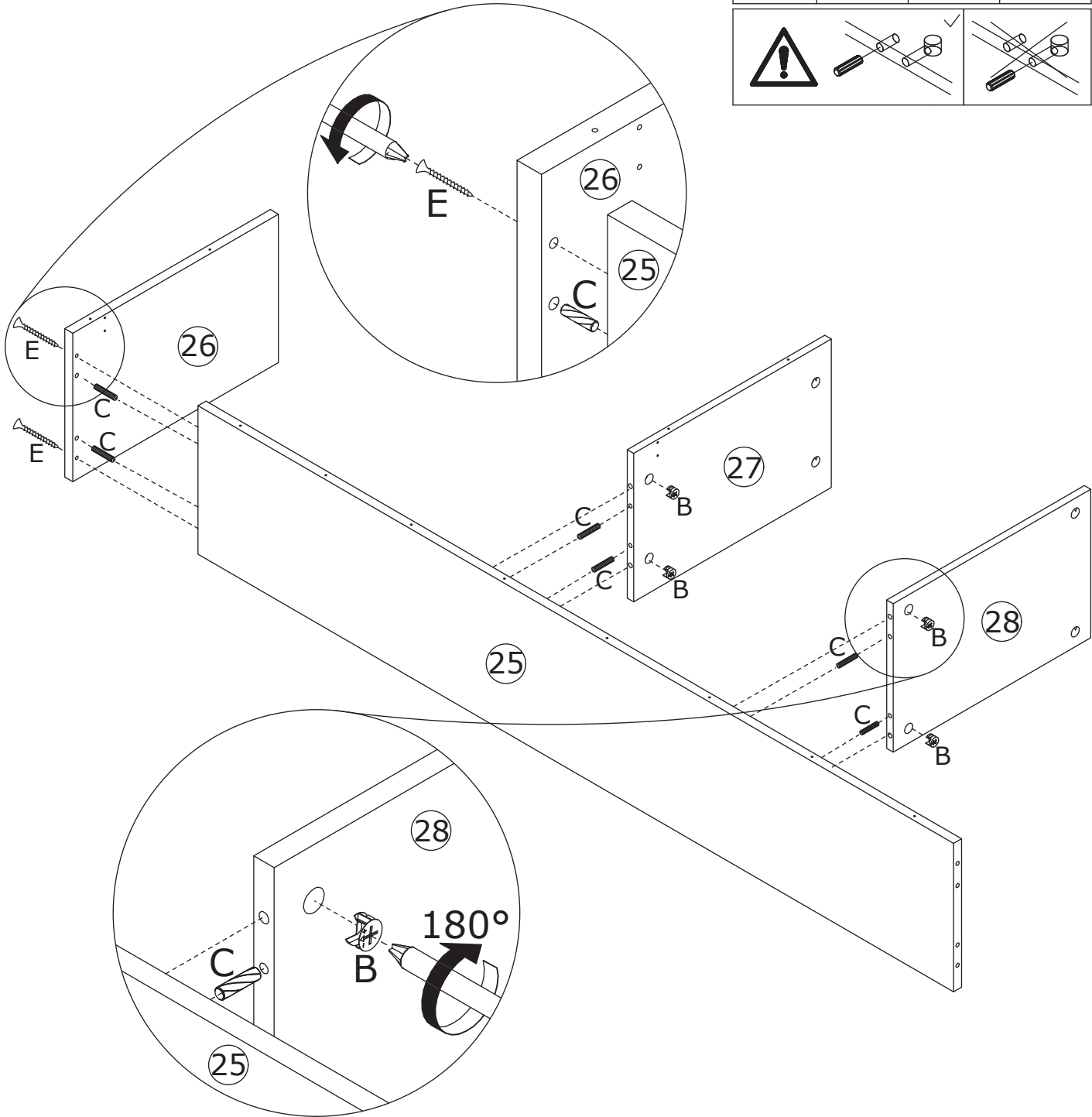
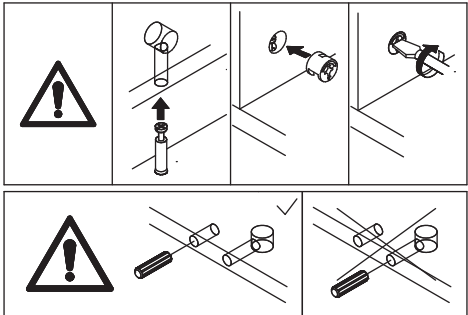
Screw eccentric rod(A) into board 25 as shown.



28

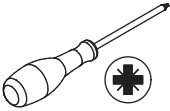
B x 4  Ø15 x 9 mm	C x 6  Ø6 x 30 mm	E x 2  Ø4 x 30 mm	 
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Attach board 26 to board 25 using wooden dowel(C), and fix with screw(E) as shown.

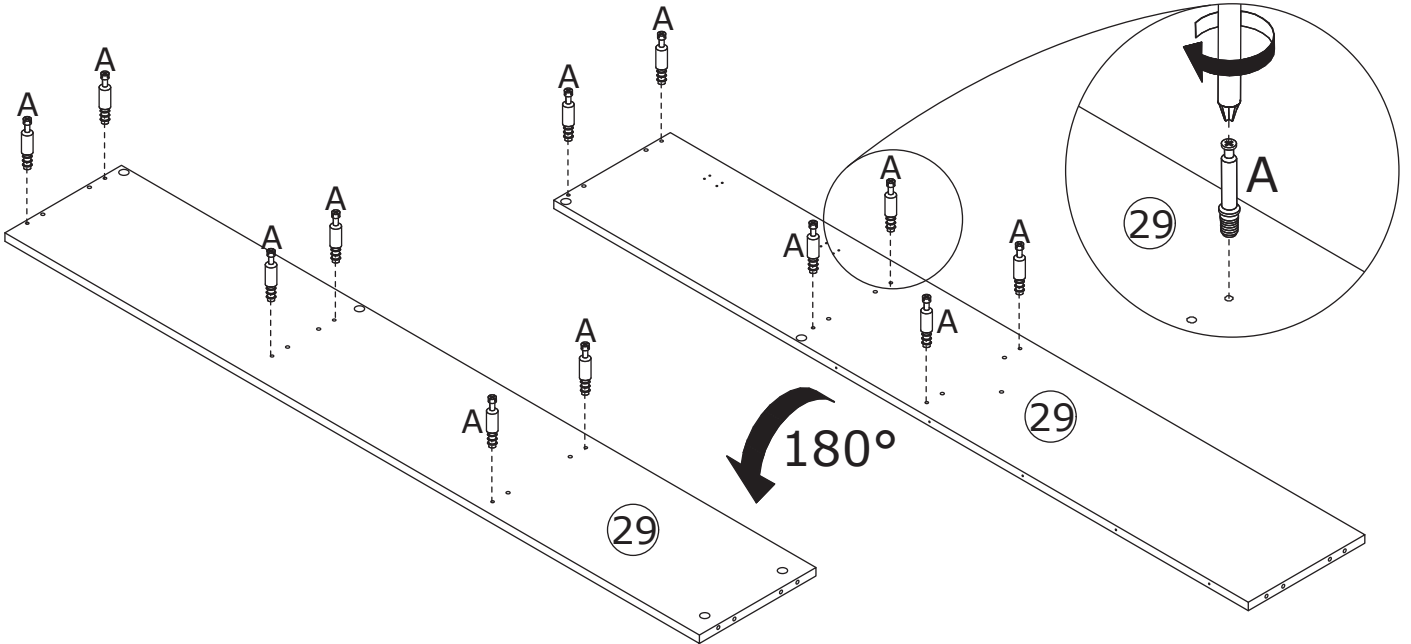
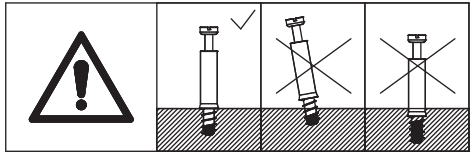


Attach board 27 and 28 to board 25 using wooden dowel(C), add cam lock(B) into board 27,28 and turn clockwise to tighten as shown.

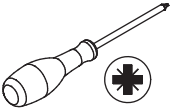
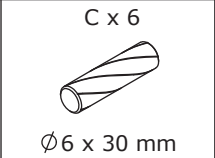
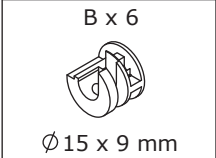
29



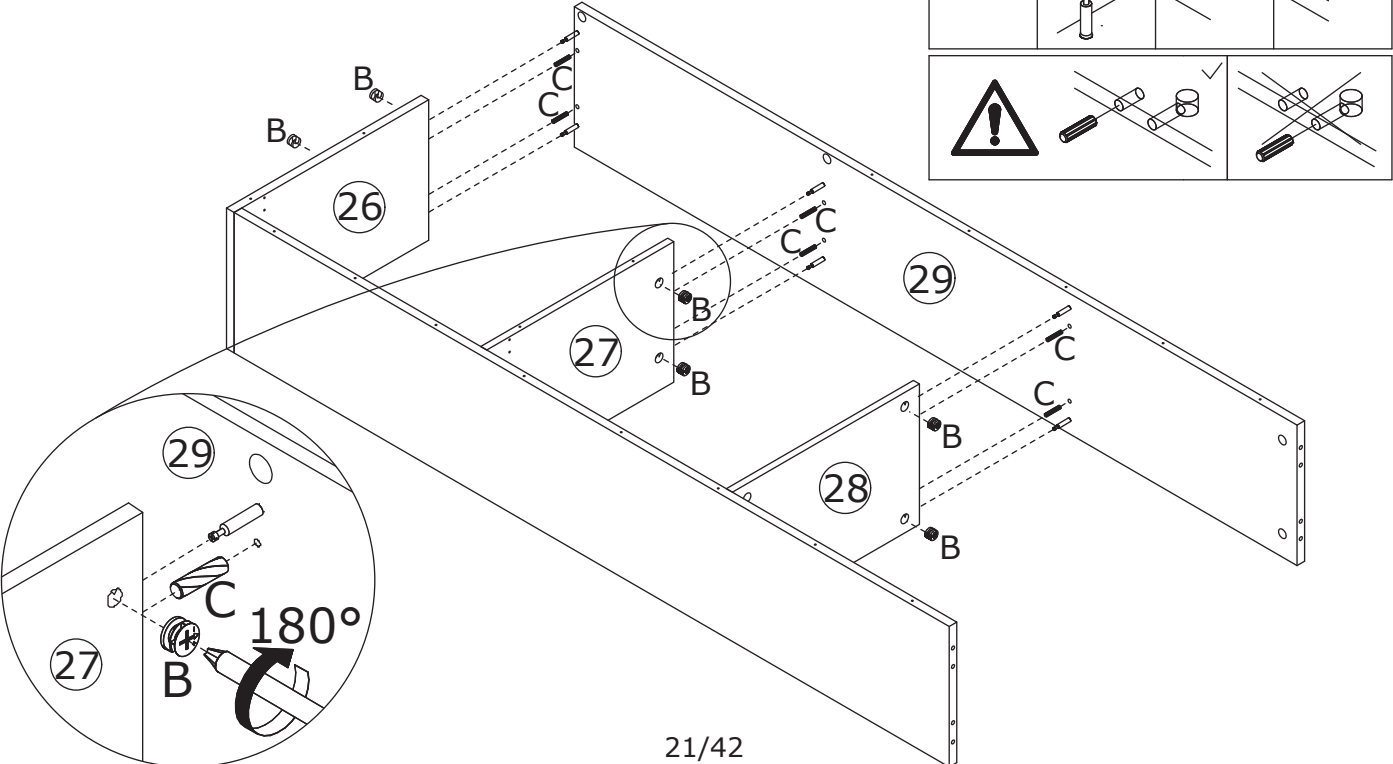
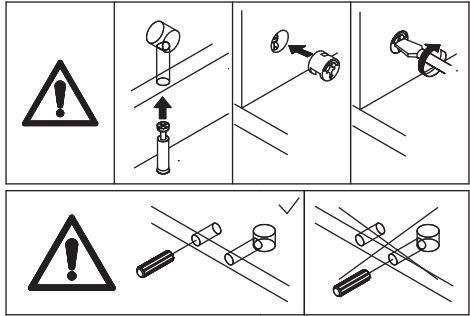
Screw eccentric rod(A) into board 29 as shown. Flip to back, screw eccentric rod(A) into as well.



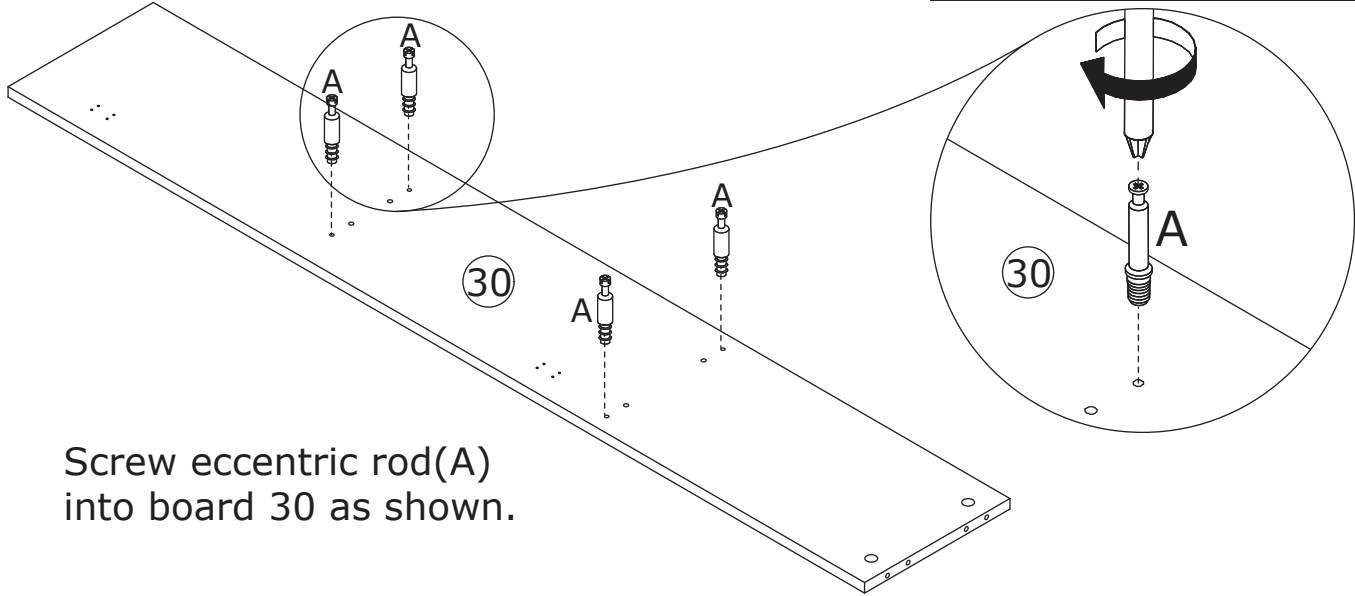
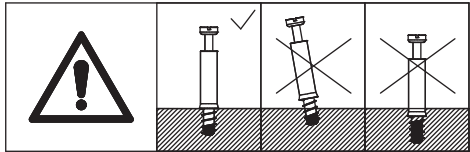
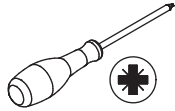
30



Attach board 29 to board 26, 27 and 28 using wooden dowel(C), add cam lock(B) into and turn clockwise to tighten as shown.

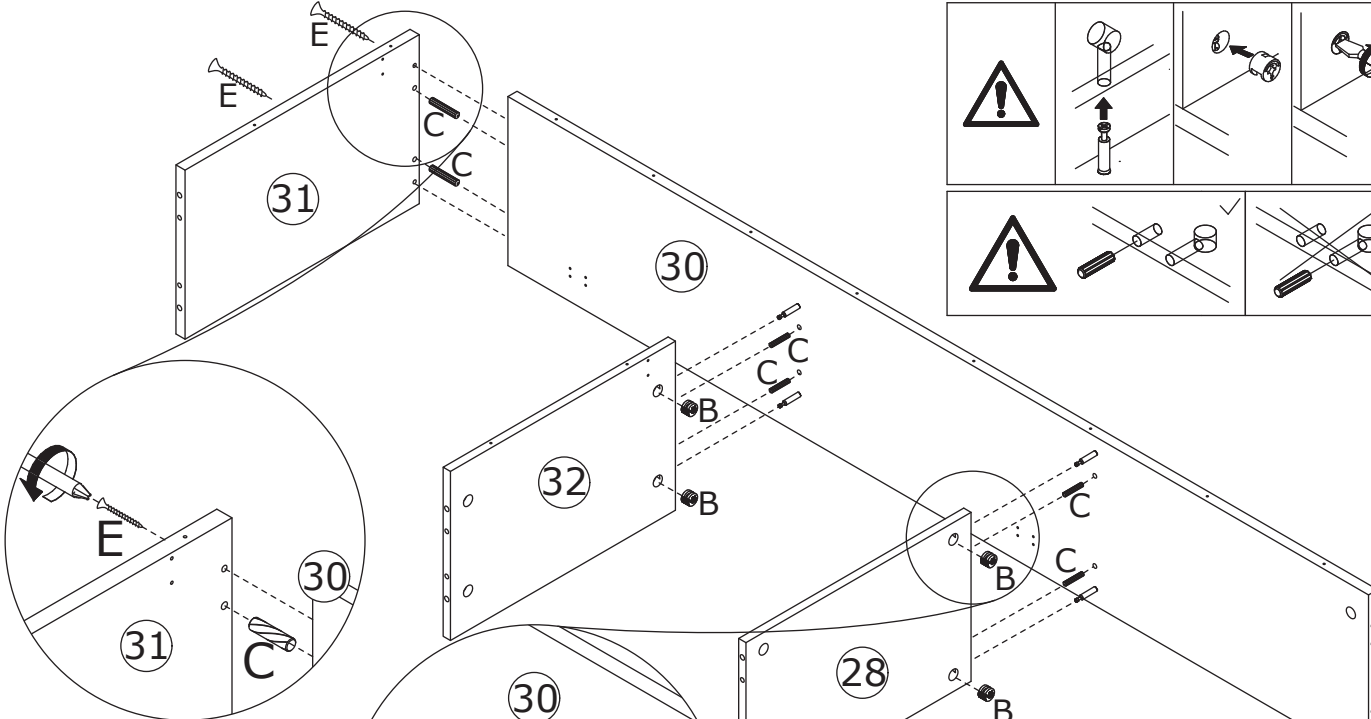
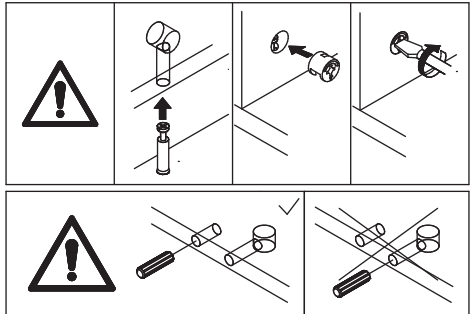
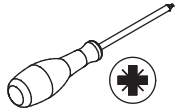
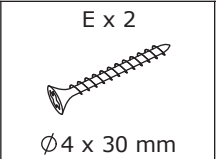
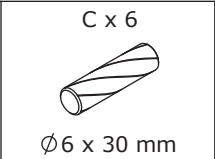
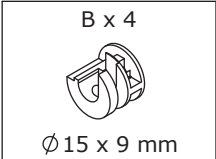


31



Screw eccentric rod(A)  
into board 30 as shown.

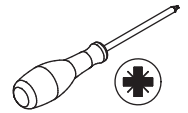
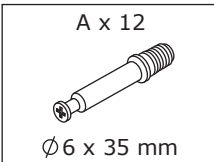
32



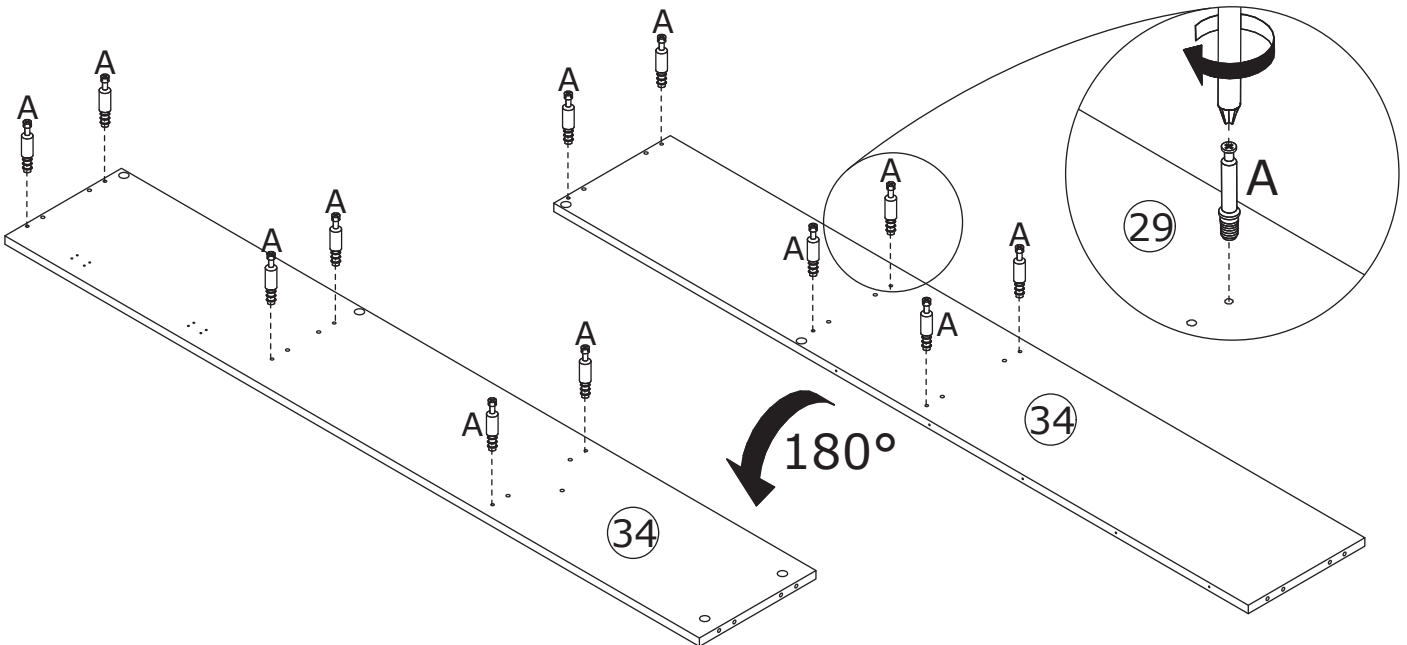
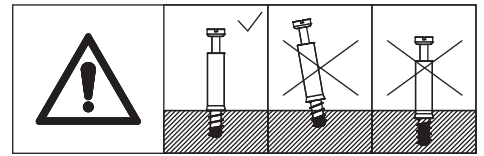
Attach board 31 to  
board 30 using  
wooden dowel(C),  
and fix with  
screw(E) as shown.

Attach board 32 and 28 to board  
30 using wooden dowel(C), add  
cam lock(B) into and turn  
clockwise to tighten as shown.

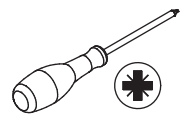
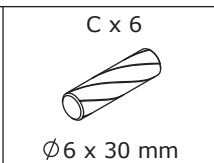
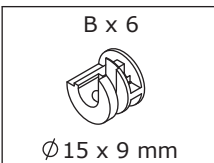
# 33



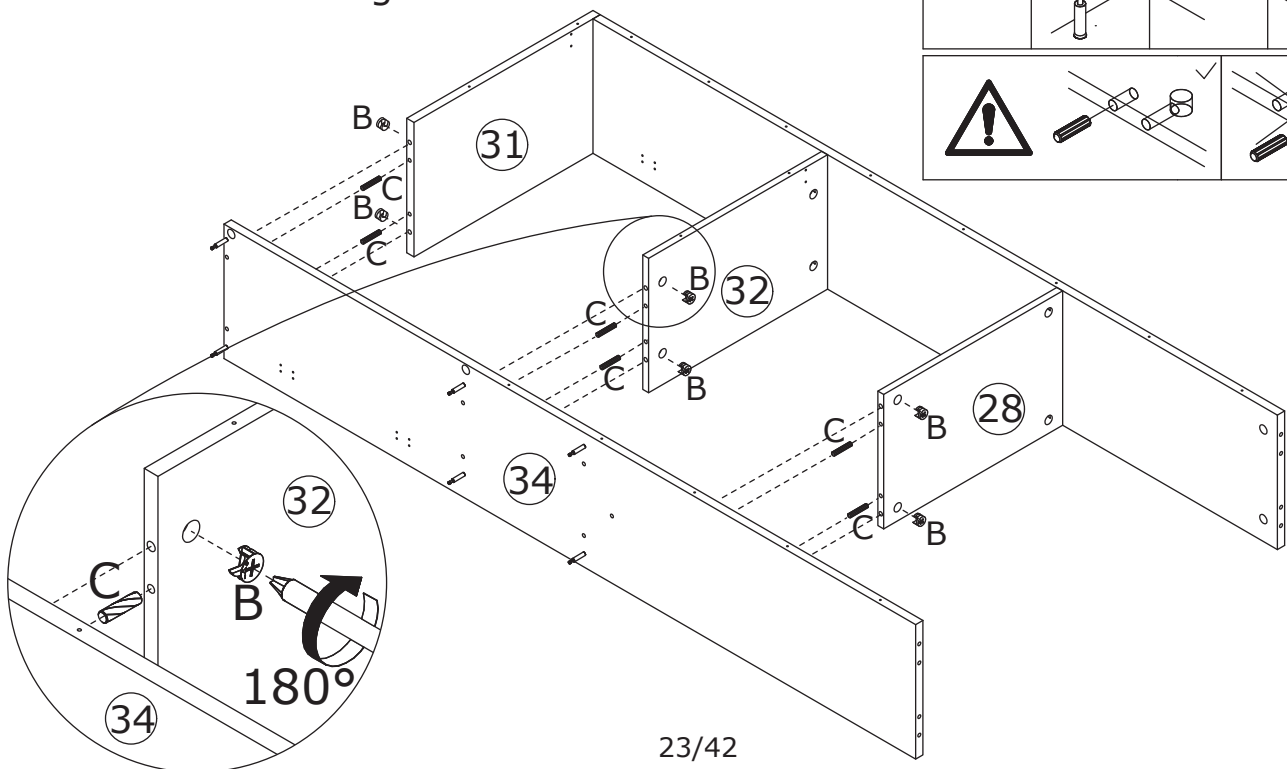
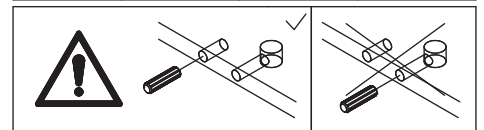
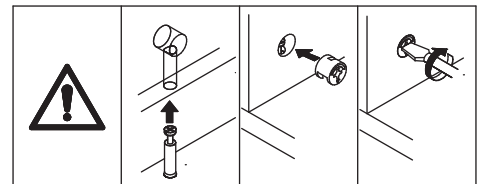
Screw eccentric rod(A) into board 34 as shown. Flip to back, screw eccentric rod(A) into as well.



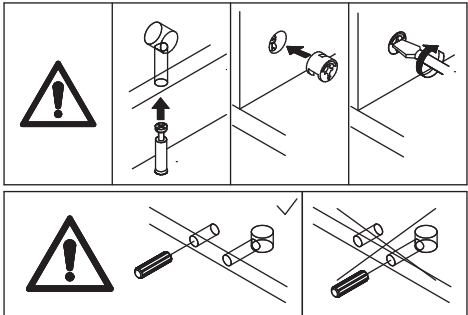
# 34



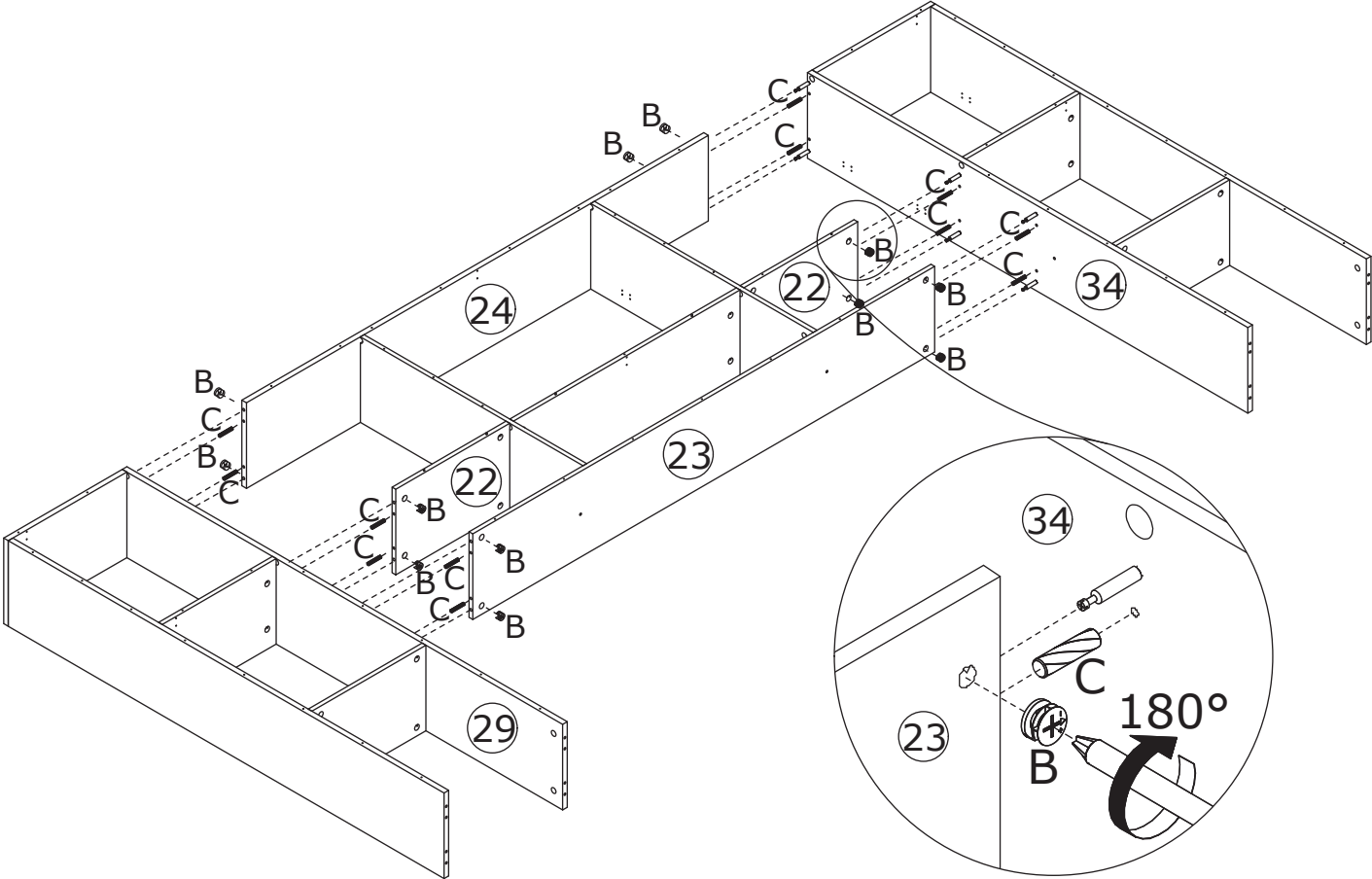
Attach board 34 to board 31, 32 and 28 using wooden dowel(C), add cam lock(B) into and turn clockwise to tighten as shown.



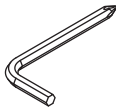


35



Connect the three assembled components using wooden dowel(C), add cam lock(B) into and turn clockwise to tighten as shown.

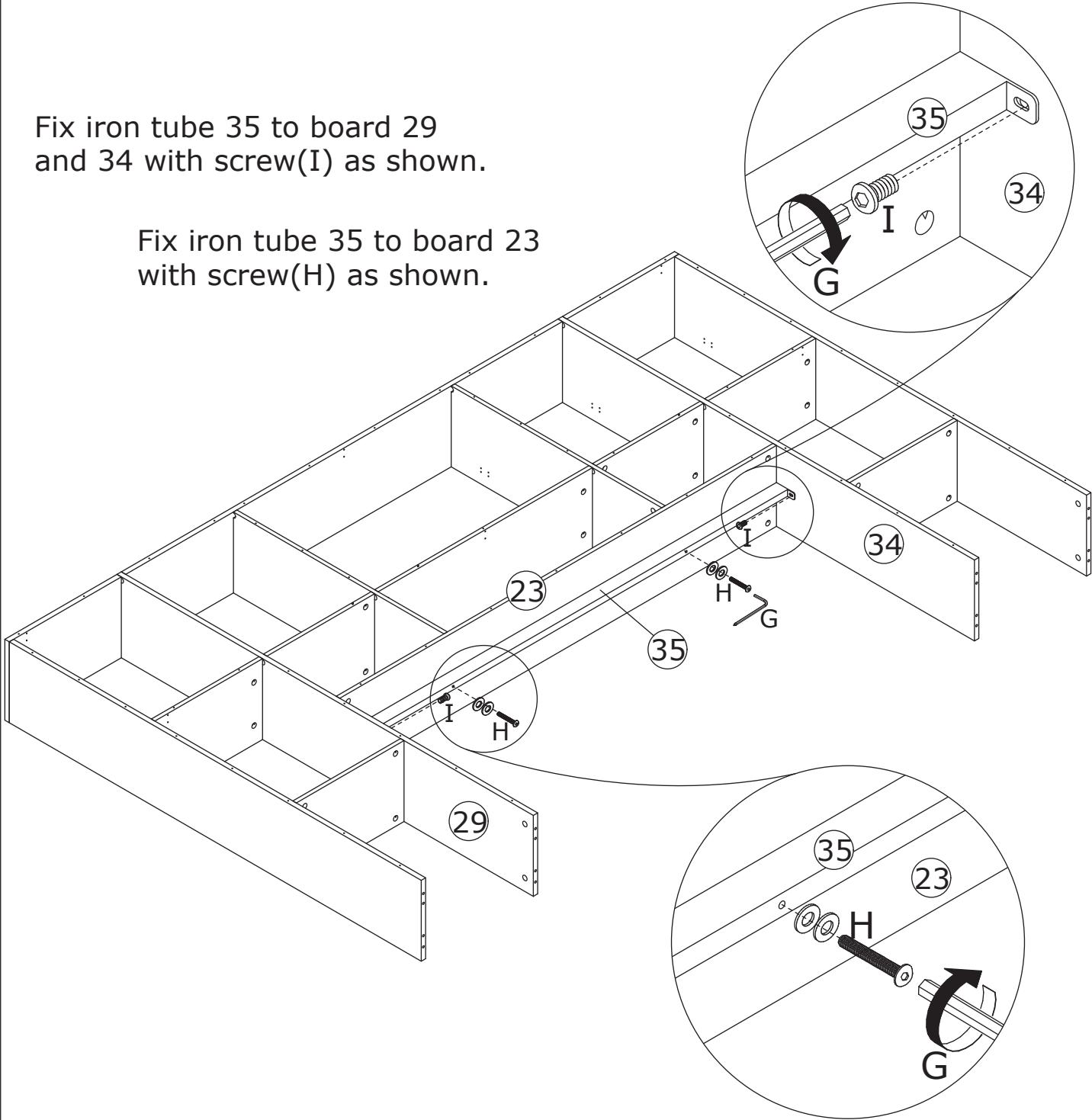


36


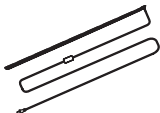
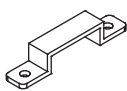
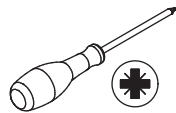
<p>G x 1</p> 	<p>H x 2</p>  <p>Ø6 x 50 mm</p>	<p>I x 2</p>  <p>Ø6 x 10 mm</p>	
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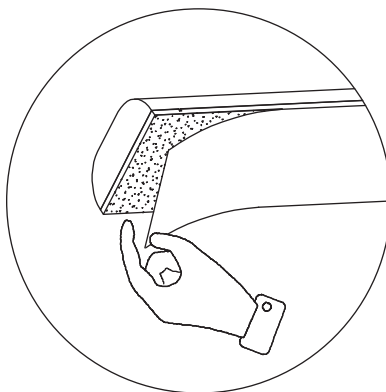
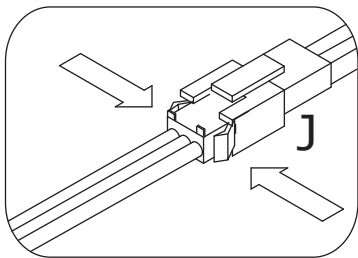
Fix iron tube 35 to board 29 and 34 with screw(I) as shown.

Fix iron tube 35 to board 23 with screw(H) as shown.

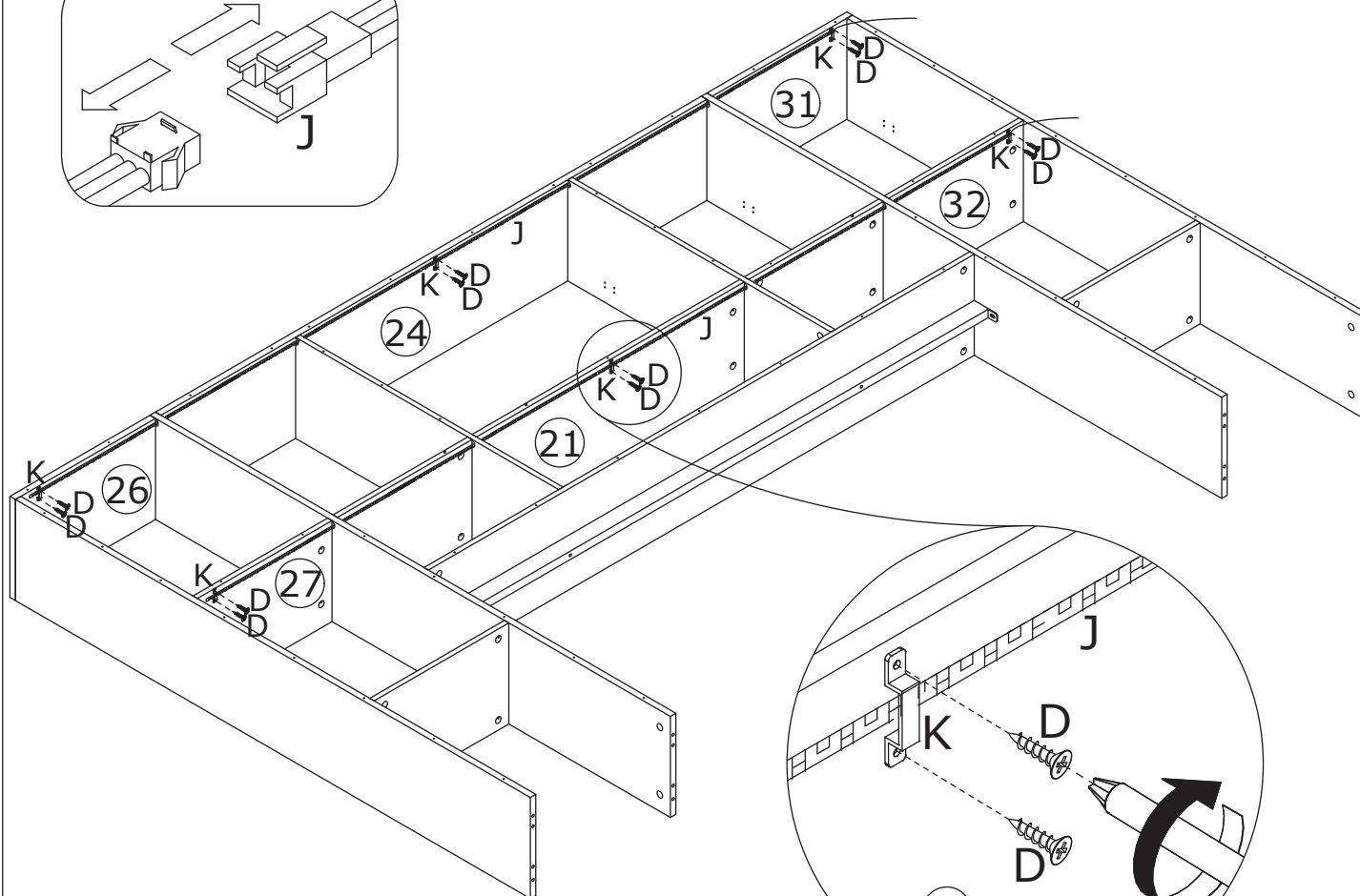
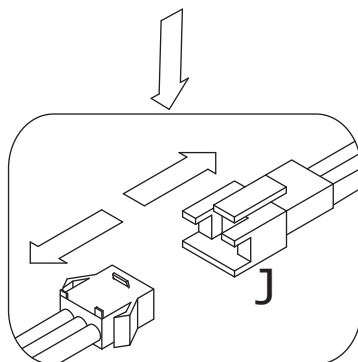


37

<p>D x 12</p>  <p>Ø3 x 12 mm</p>	<p>J x 2</p> 	<p>K x 6</p> 	
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Tear off the back glue of the light strip!



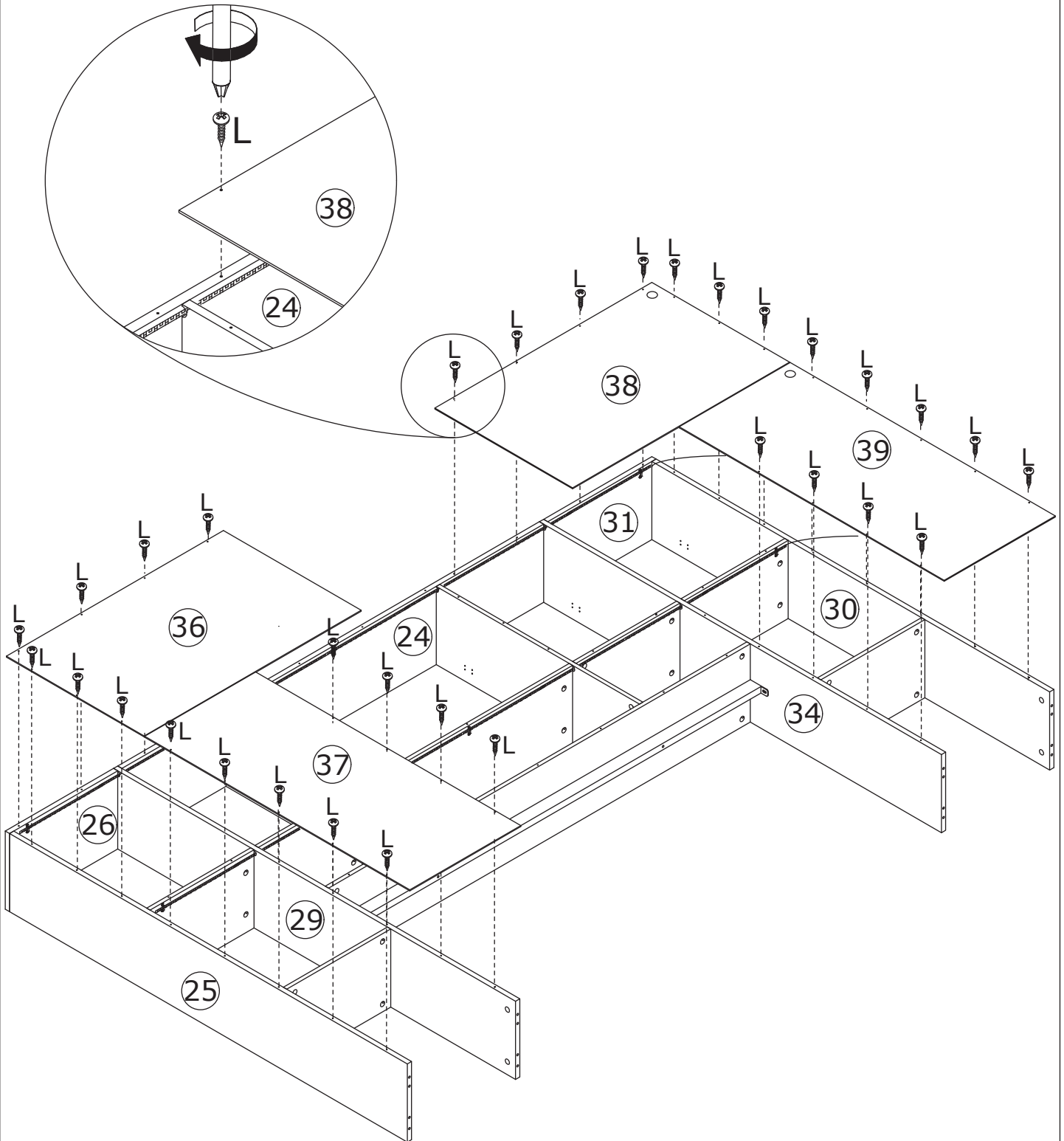
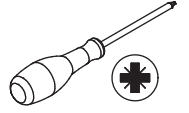
Stick light strip(J) to board 26, 24, 31, 27, 21 and 32 and fix using buckle(K) and screw(D) as shown.

38

L x 32

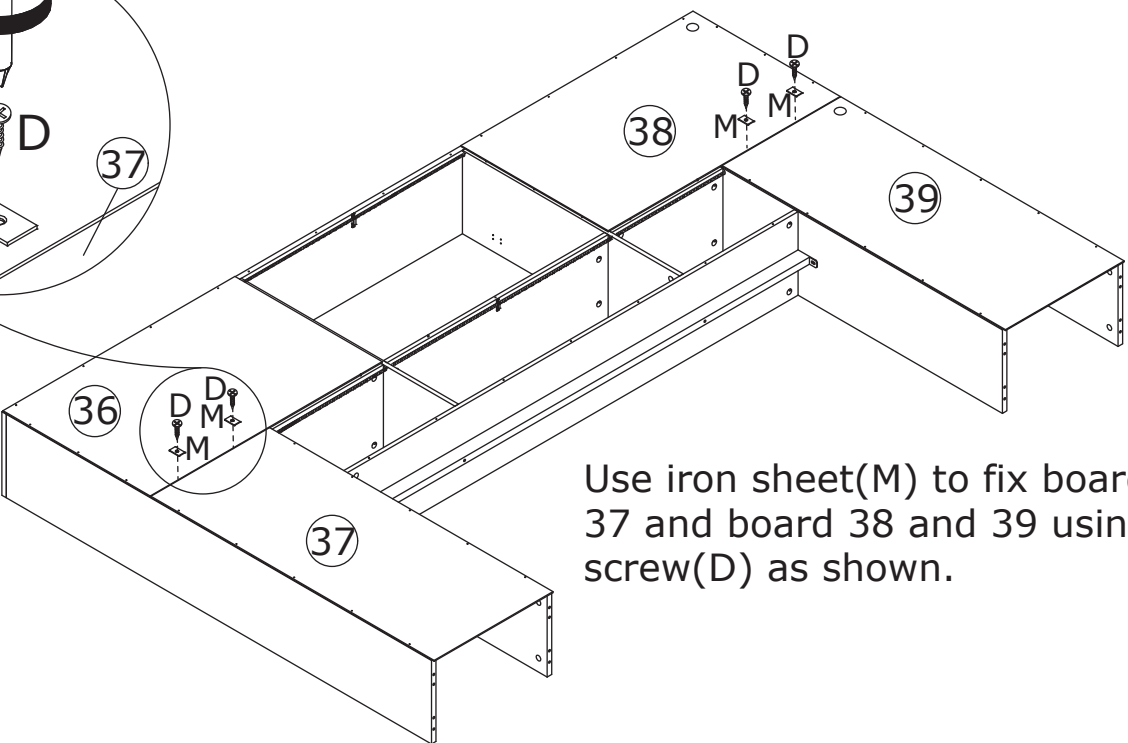
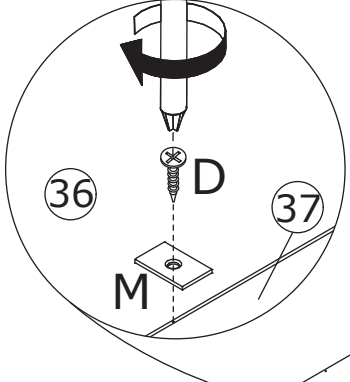
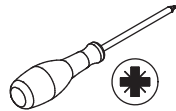
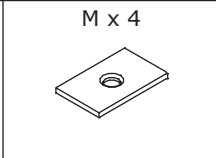
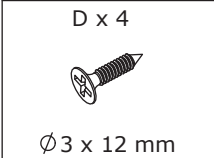


Ø3.5 x 12 mm



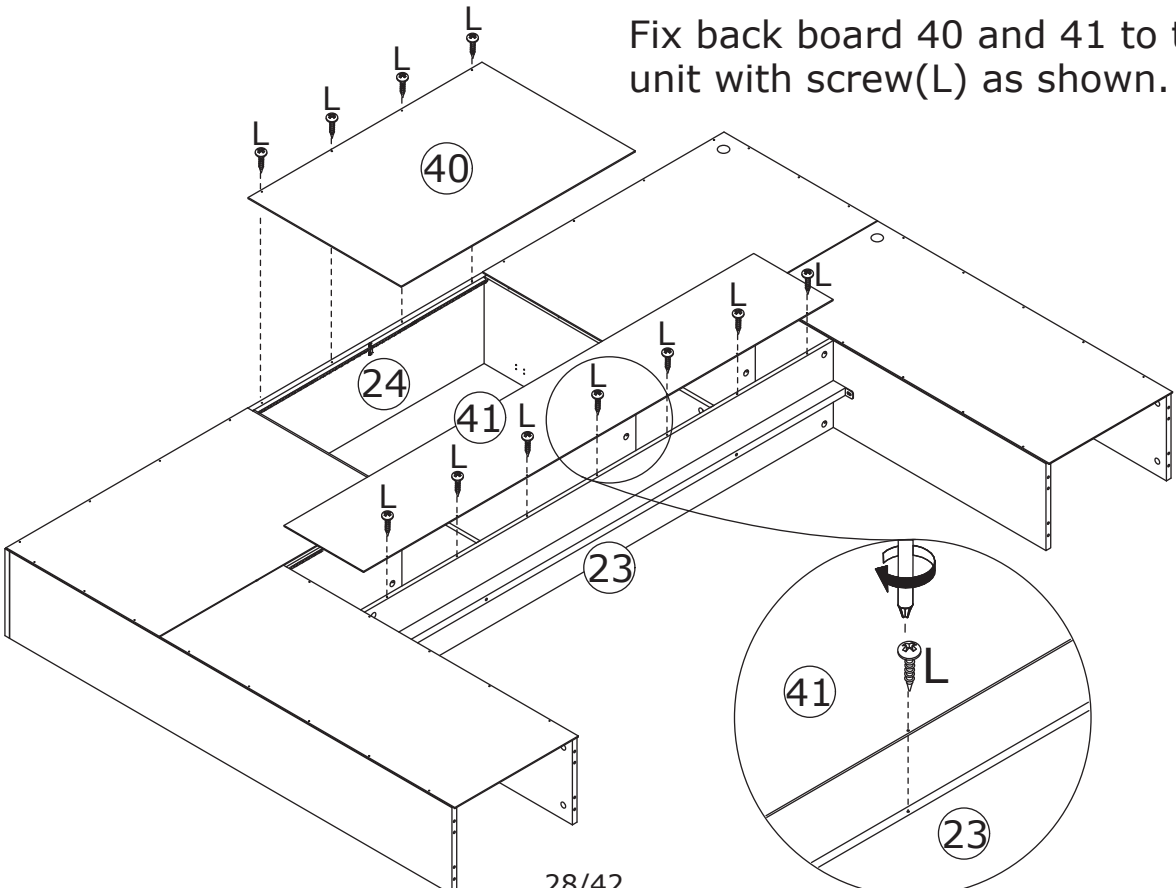
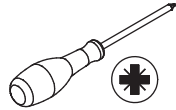
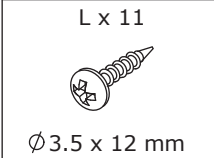
Fix back board 36, 37, 38 and 39 to the unit with screw(L) as shown.

# 39

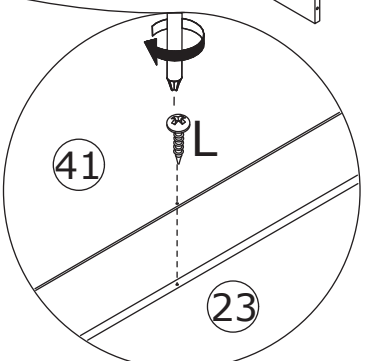


Use iron sheet(M) to fix board 36, 37 and board 38 and 39 using screw(D) as shown.

# 40



Fix back board 40 and 41 to the unit with screw(L) as shown.



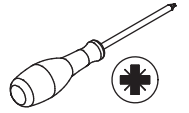
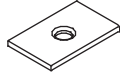
# 41

D x 15

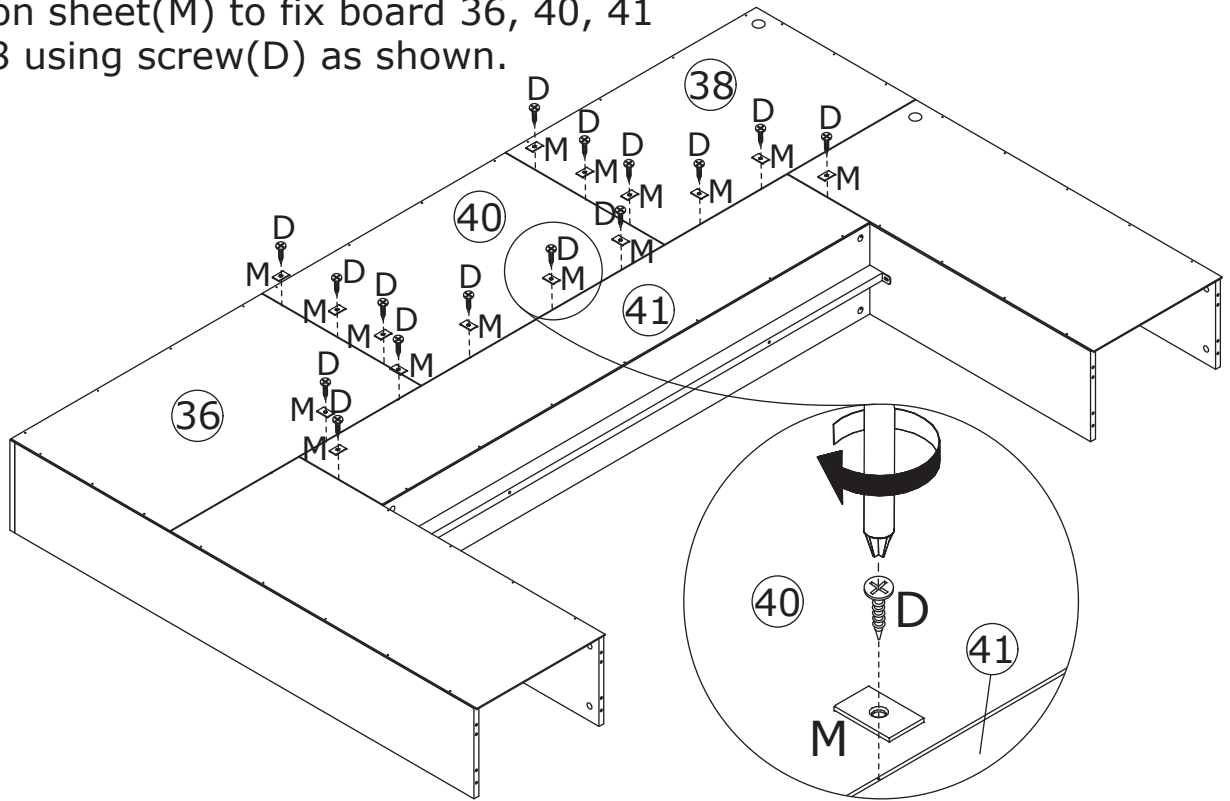


Ø3 x 12 mm

M x 15

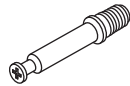


Use iron sheet(M) to fix board 36, 40, 41 and 38 using screw(D) as shown.

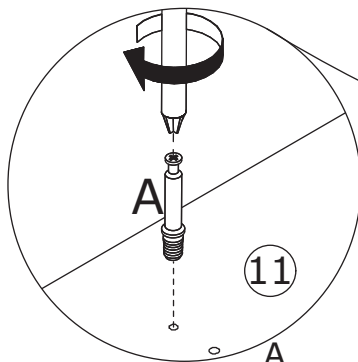
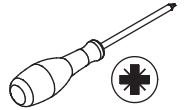


# 42

A x 8

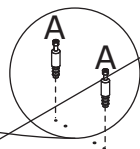


Ø6 x 35 mm



A

11



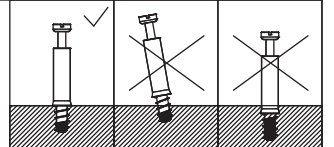
11

A

A

A

18



Screw eccentric rod(A) into board 11 and 18 as shown.

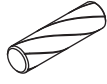
# 43

B x 8

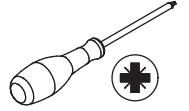


Ø15 x 9 mm

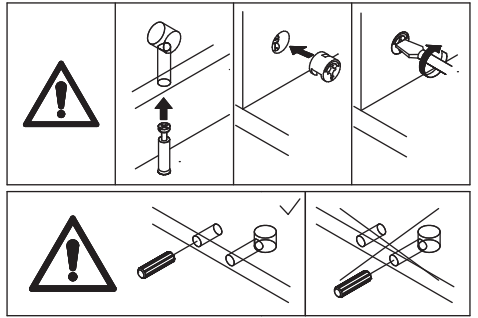
C x 8



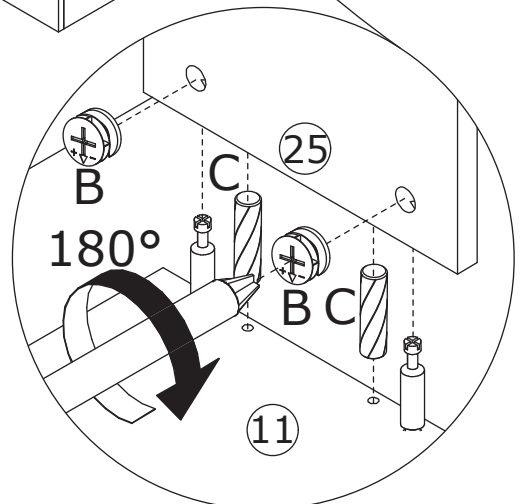
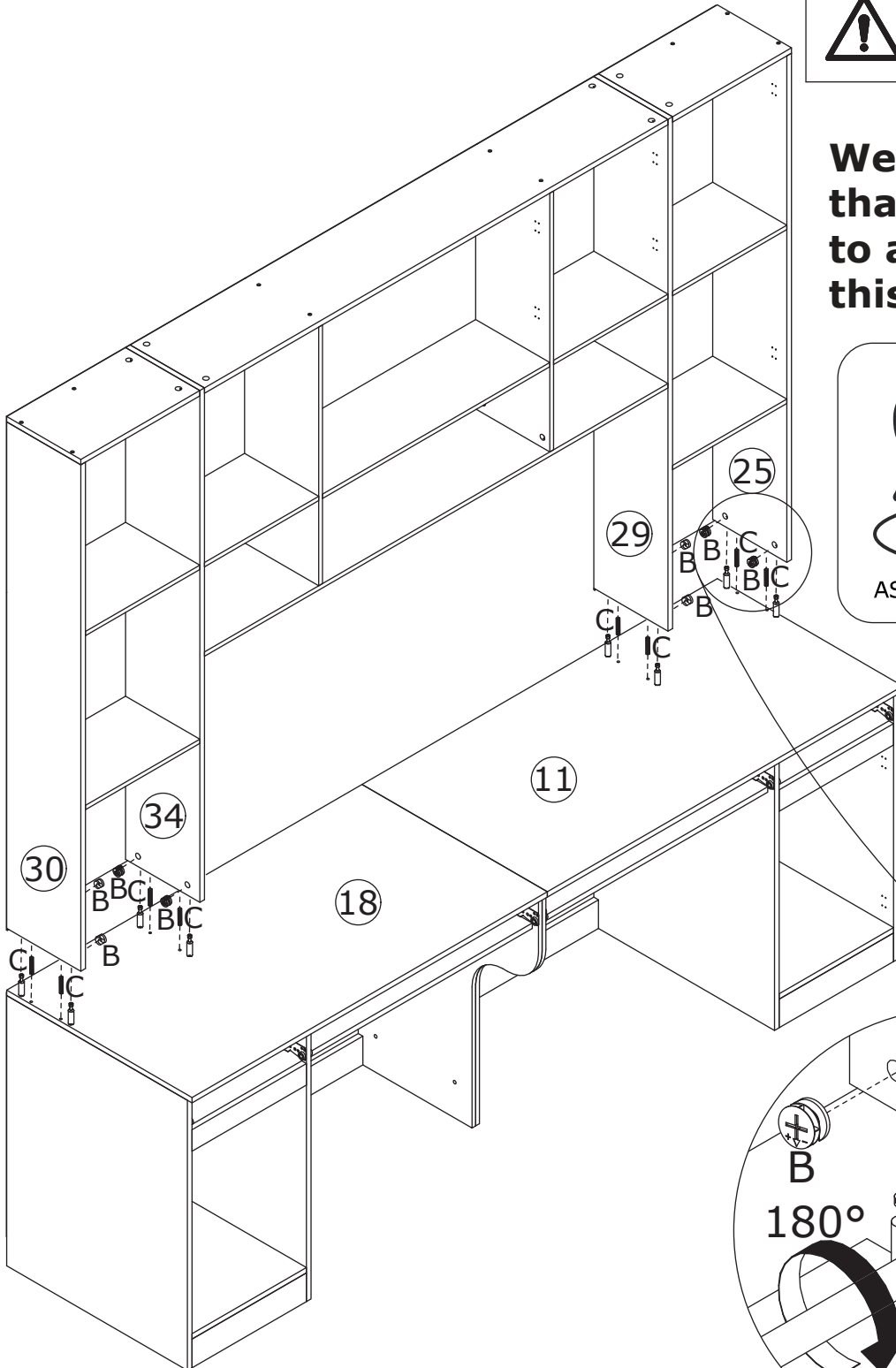
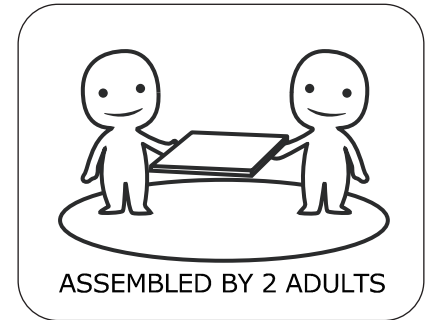
Ø6 x 30 mm





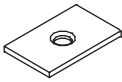
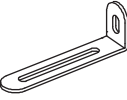

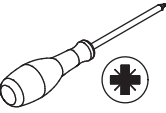
Attach the top cabinet to board 18 and 11 using wooden dowel(C), add cam lock(B) into and turn clockwise to tighten as shown.



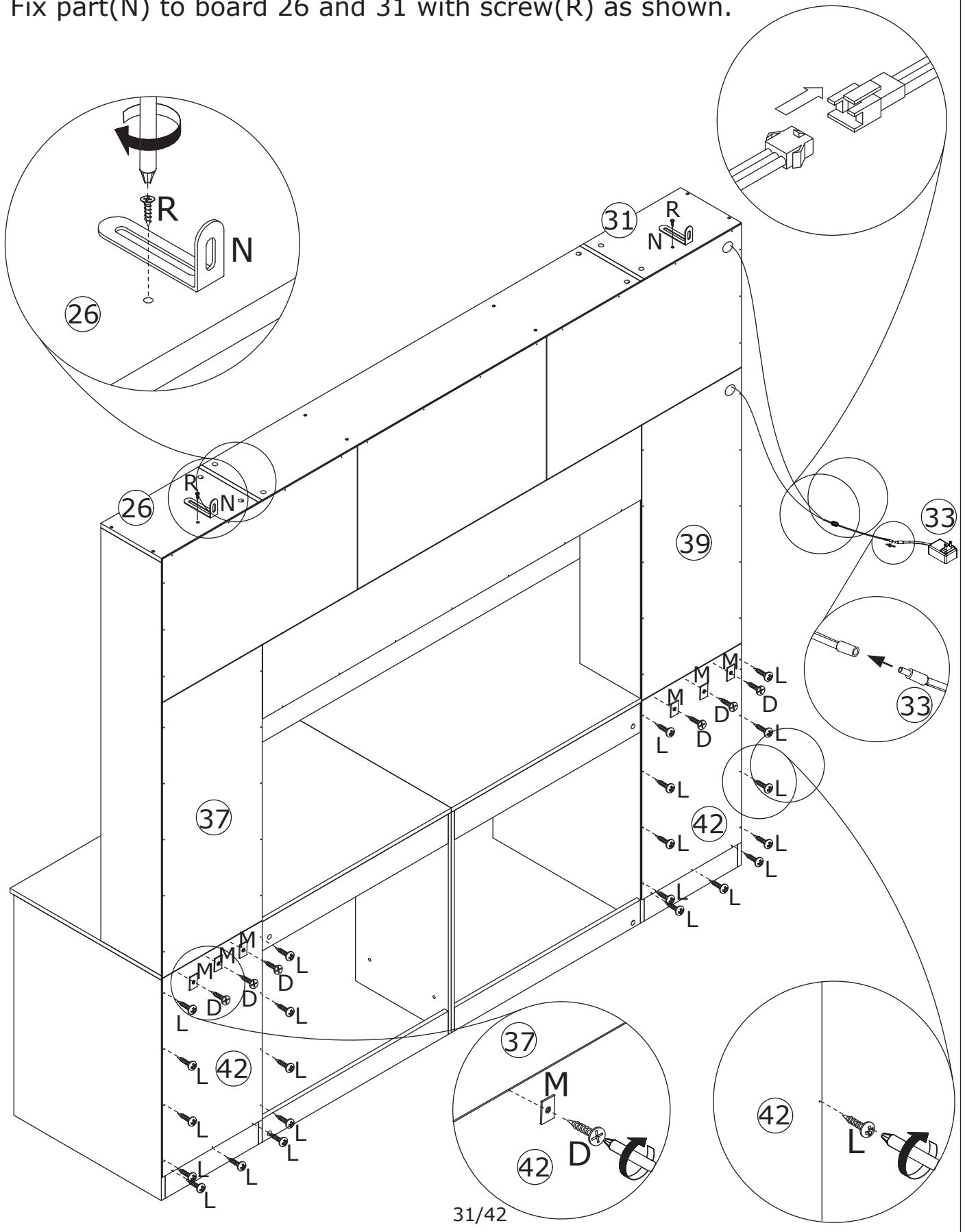
**We suggest more than two people to assemble in this step.**



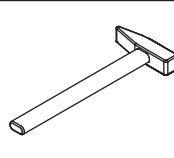
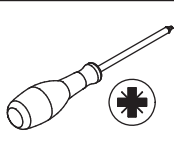
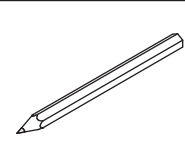
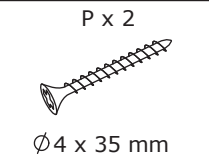
# 44

D x 6  Ø3 x 12 mm	L x 22  Ø3.5 x 12 mm	M x 6 	N x 2 	R x 2  Ø3.5 x 12 mm	
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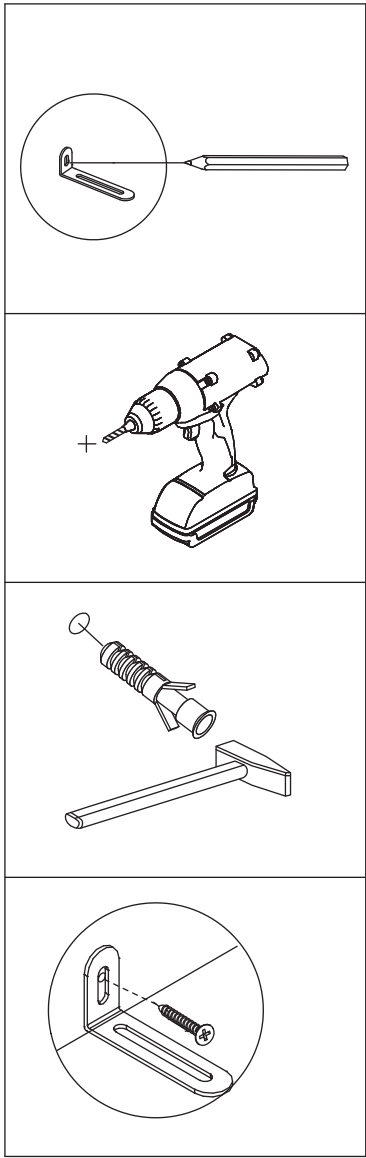
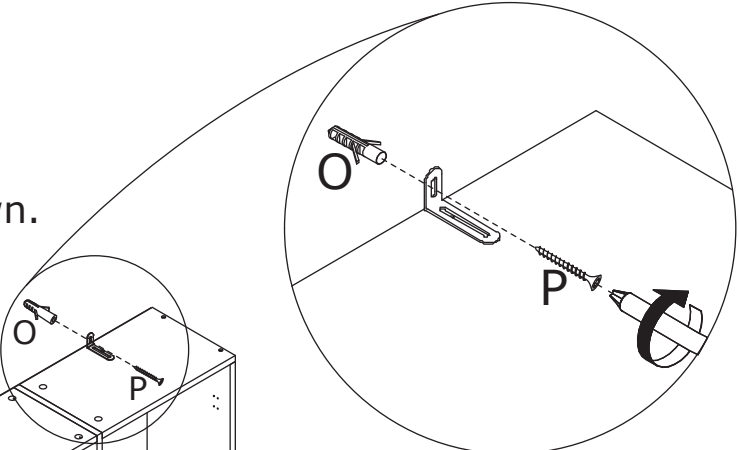
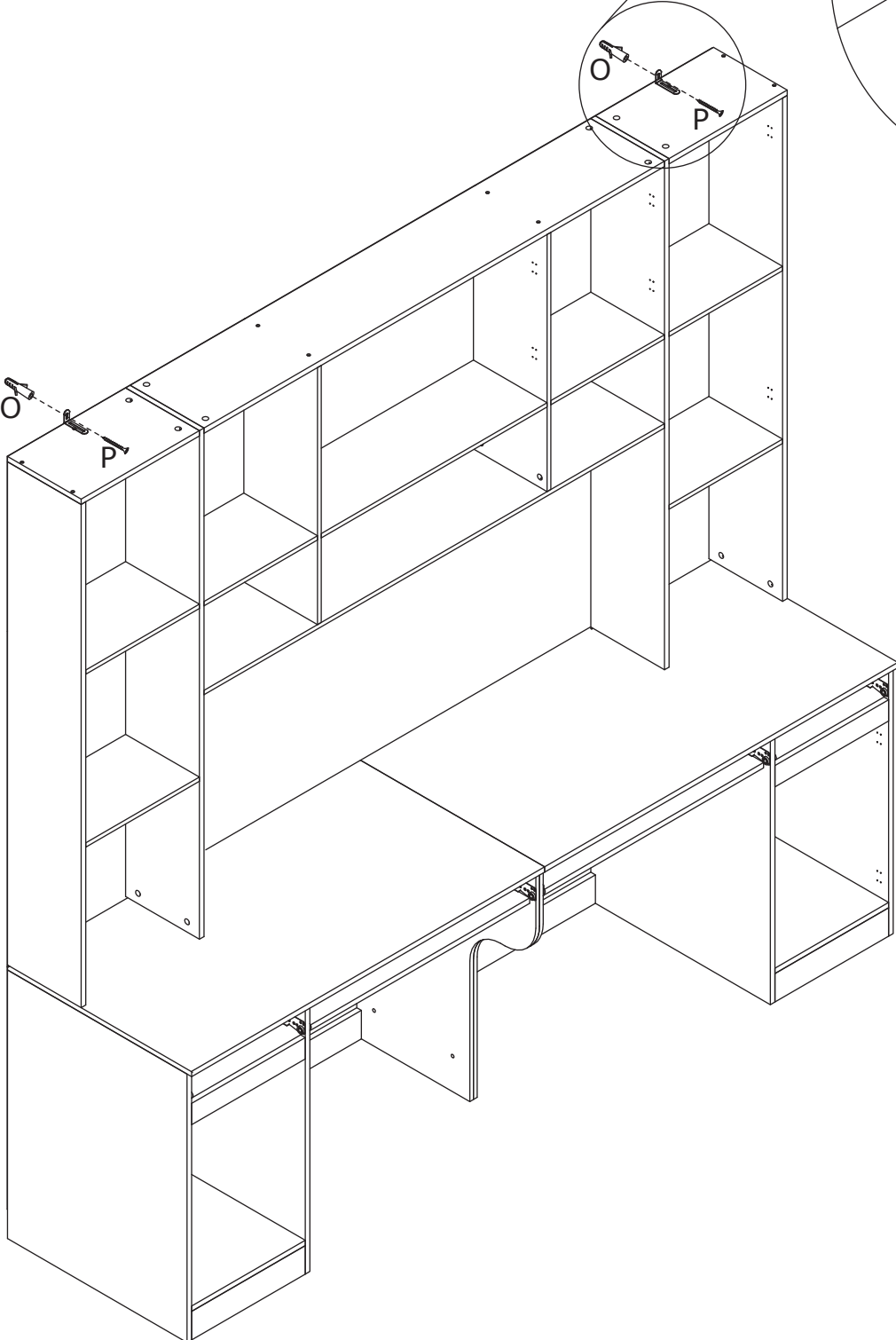
Fix back board 42 to the unit with screw(L) as shown.  
Use iron sheet(M) to fix board 37, 42 and 39 using screw(D) as shown.  
Fix part(N) to board 26 and 31 with screw(R) as shown.



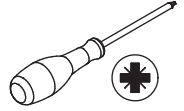
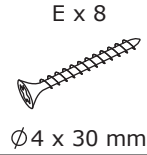
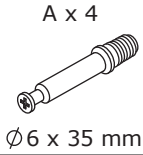
45



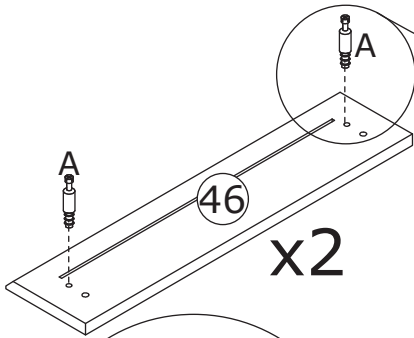
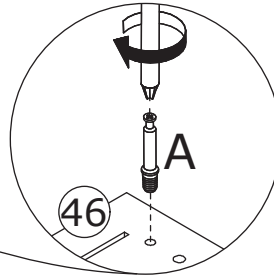
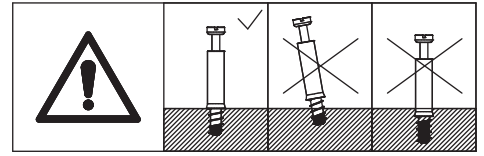
Install anti-tipping device as shown.



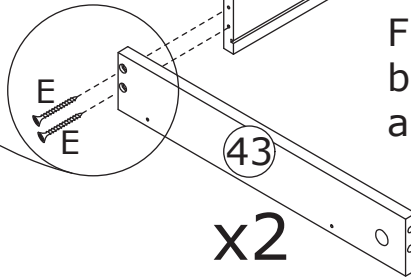
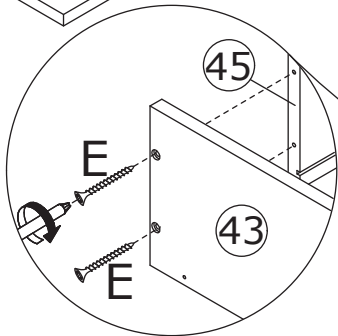
# 46



Screw eccentric rod(A)  
into board 46 as shown



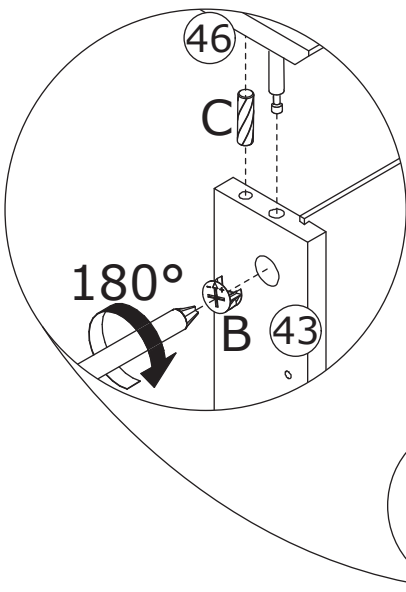
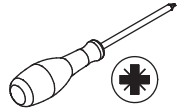
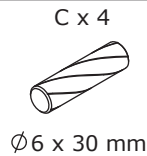
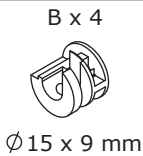
x2



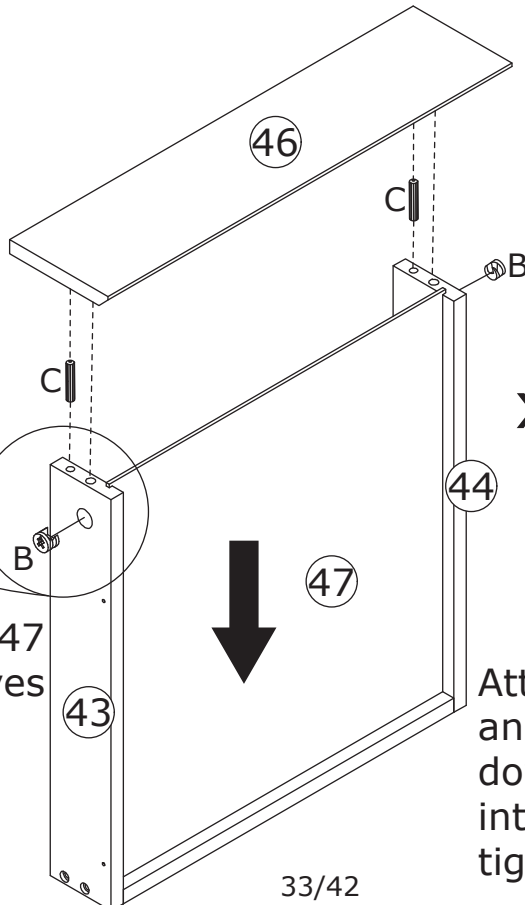
x2

Fix board 43 and 44 to  
board 45 with screw(E)  
as shown.

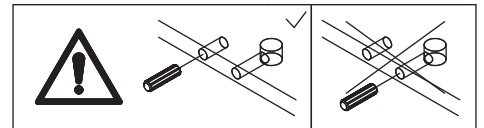
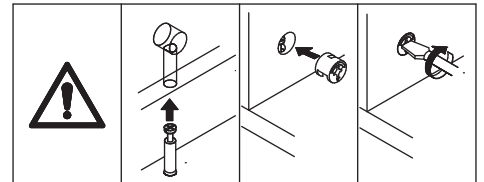
# 47



180°



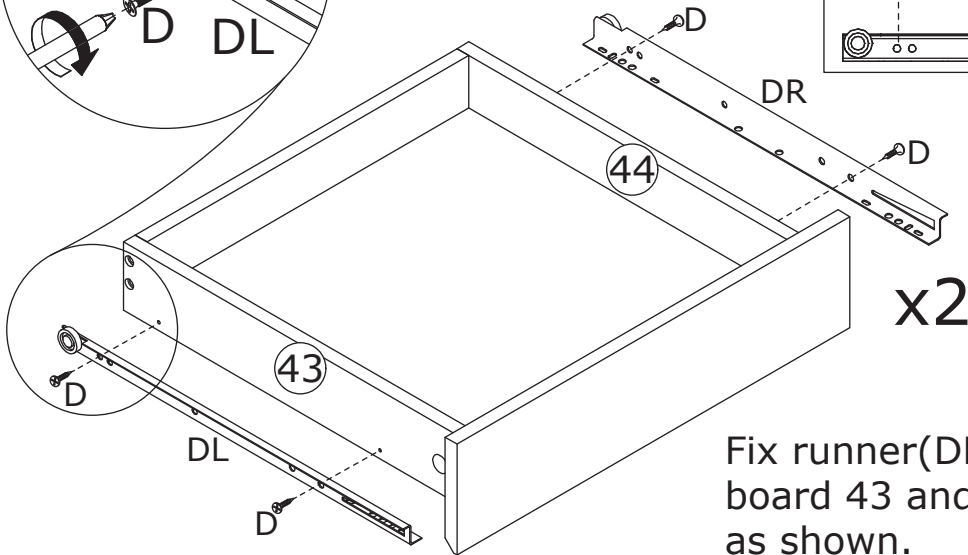
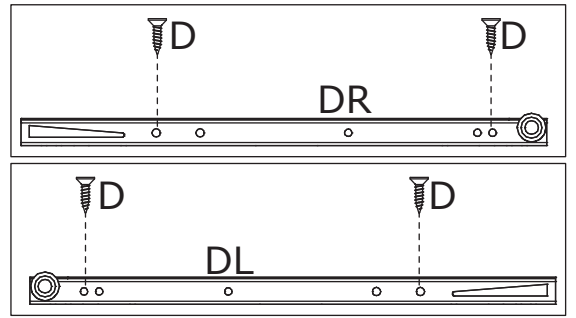
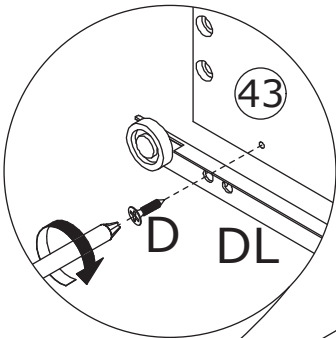
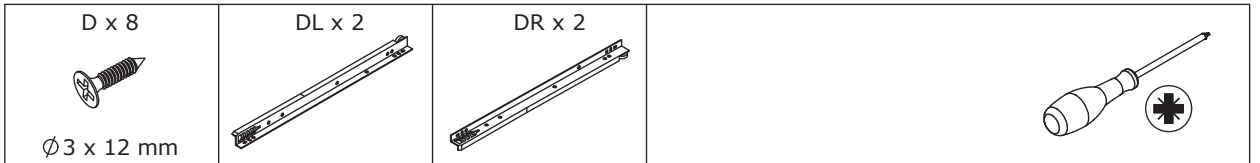
x2



Insert bottom board 47  
along available grooves  
as shown.

Attach board 46 to board 43  
and 44 using wooden  
dowel(C), add cam lock(B)  
into and turn clockwise to  
tighten as shown.

48

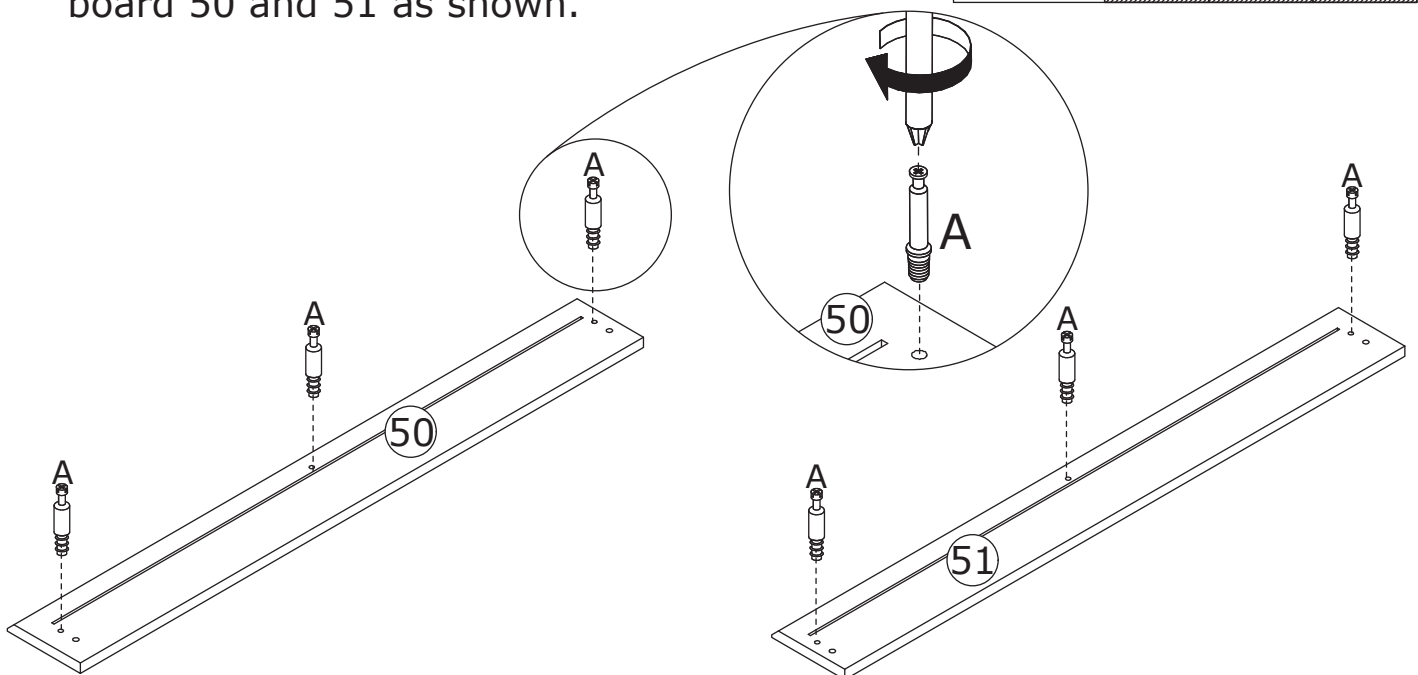
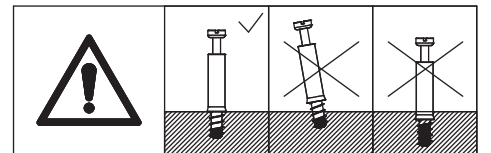


Fix runner(DL) and (DR) to board 43 and 44 with screw(D) as shown.

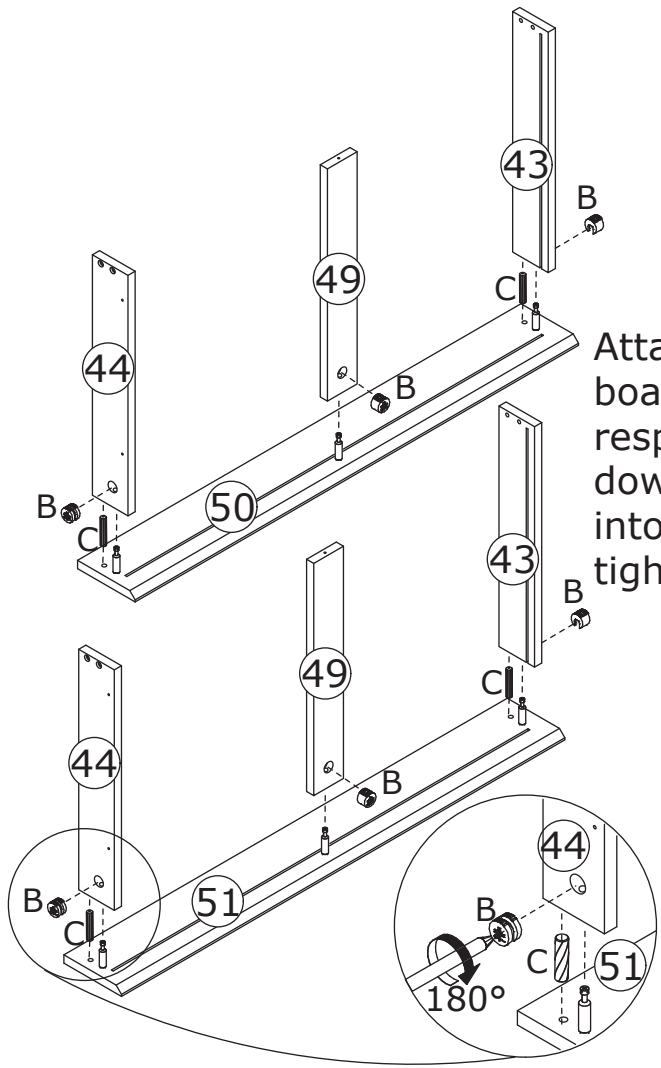
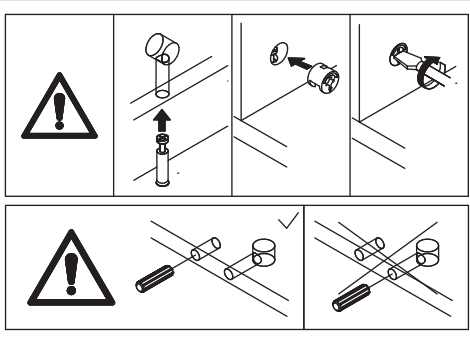
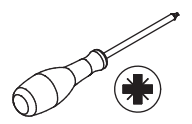
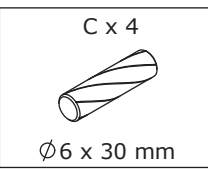
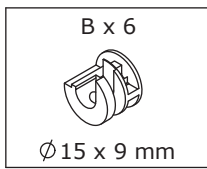
49



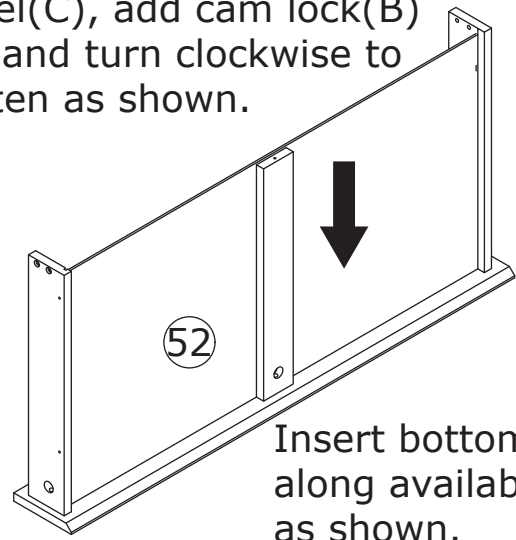
Screw eccentric rod(A) into board 50 and 51 as shown.



50

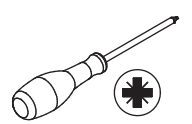
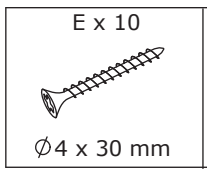


Attach board 50 and 51 to board 43, 49 and 44 respectively using wooden dowel(C), add cam lock(B) into and turn clockwise to tighten as shown.

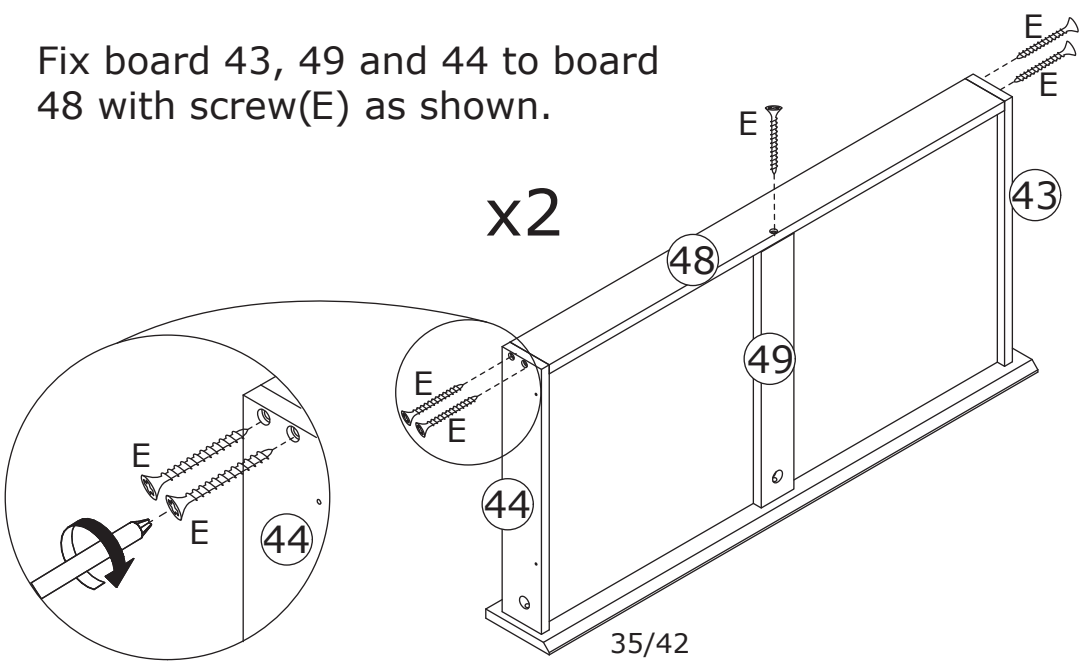


Insert bottom board 52 along available grooves as shown.

51



Fix board 43, 49 and 44 to board 48 with screw(E) as shown.



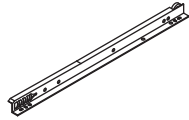
# 52

D x 8

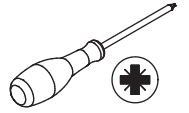
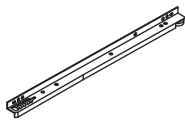


Ø3 x 12 mm

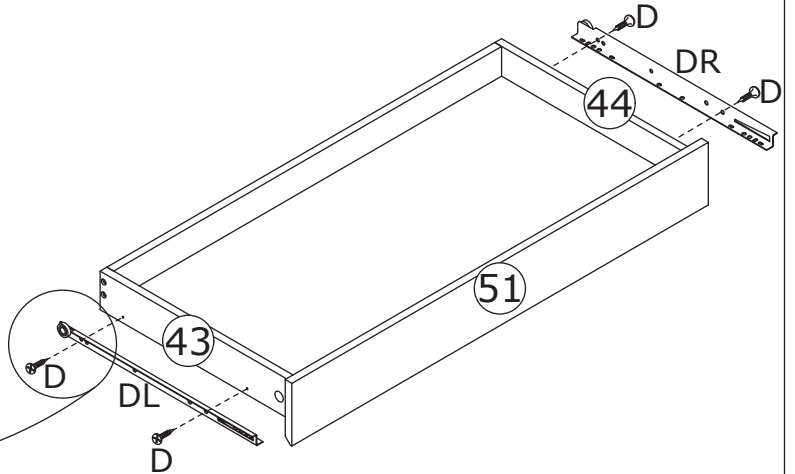
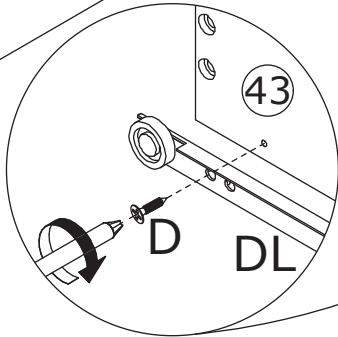
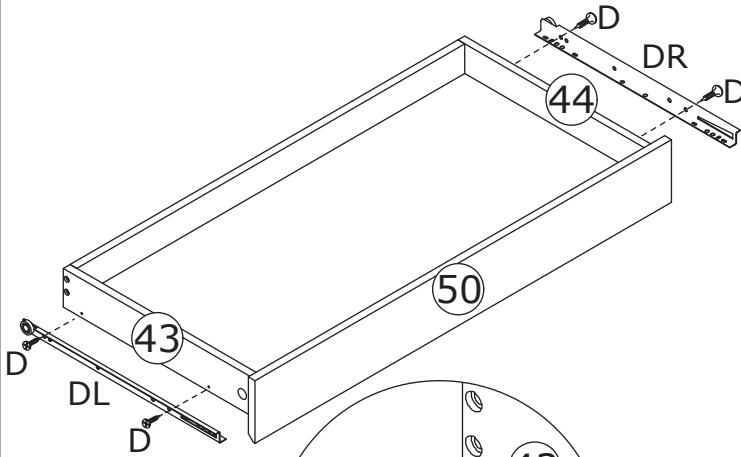
DL x 2



DR x 2

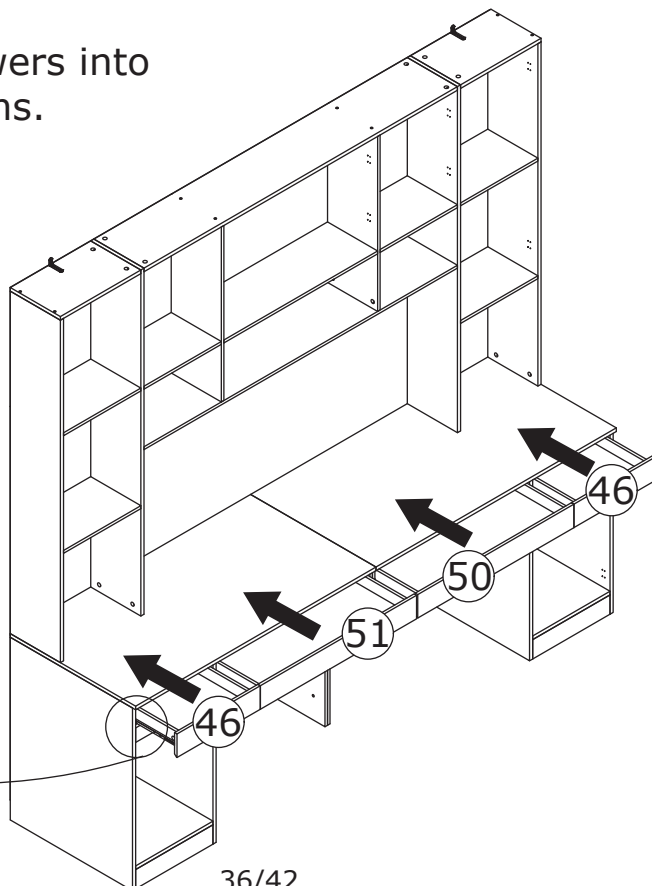
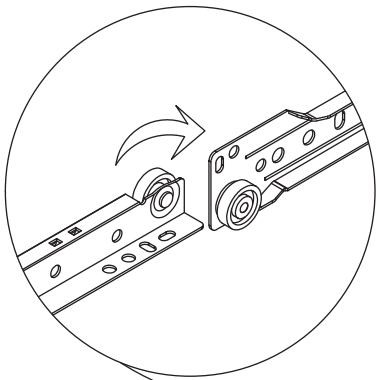


Fix runner(DL) and (DR) to board 43 and 44 with screw(D) as shown.



# 53

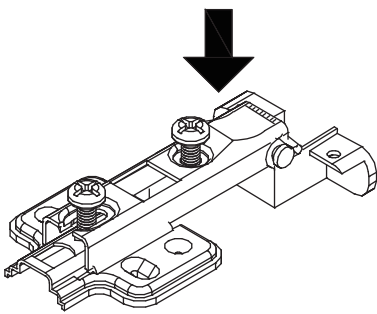
Align rails, insert drawers into corresponding positions.



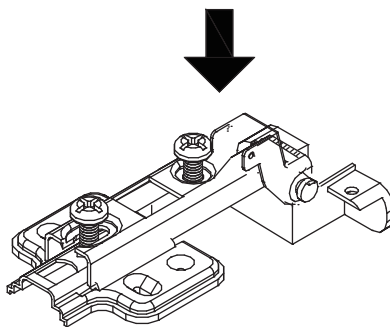


Pay attention to the difference between the middle parts of the two types of door hinges.

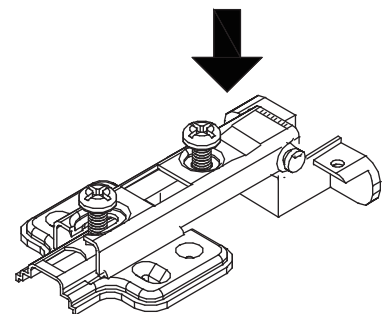
- The door hinges(T) are used on the outermost door plates
- And the door hinges(V&U) are used on the door panel in the middle of the cabinet.



T

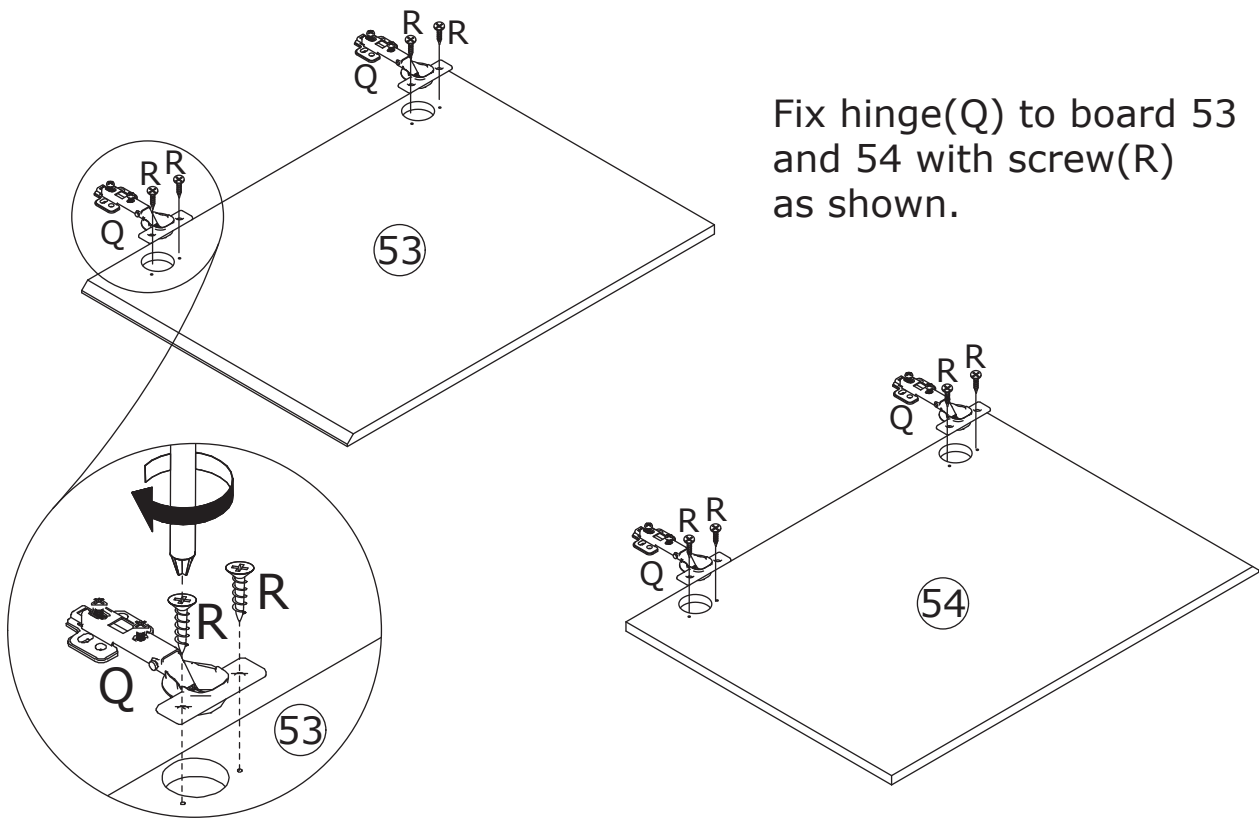


U

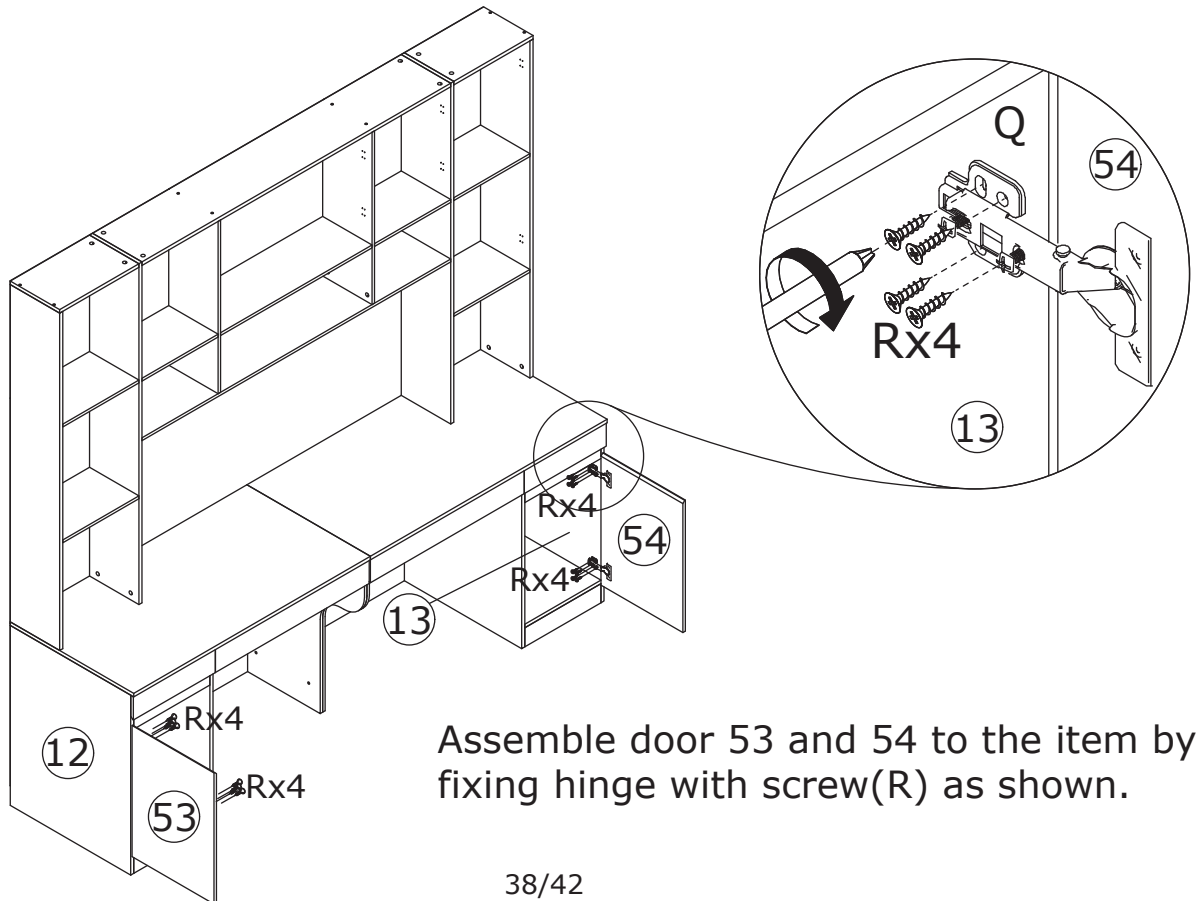


V

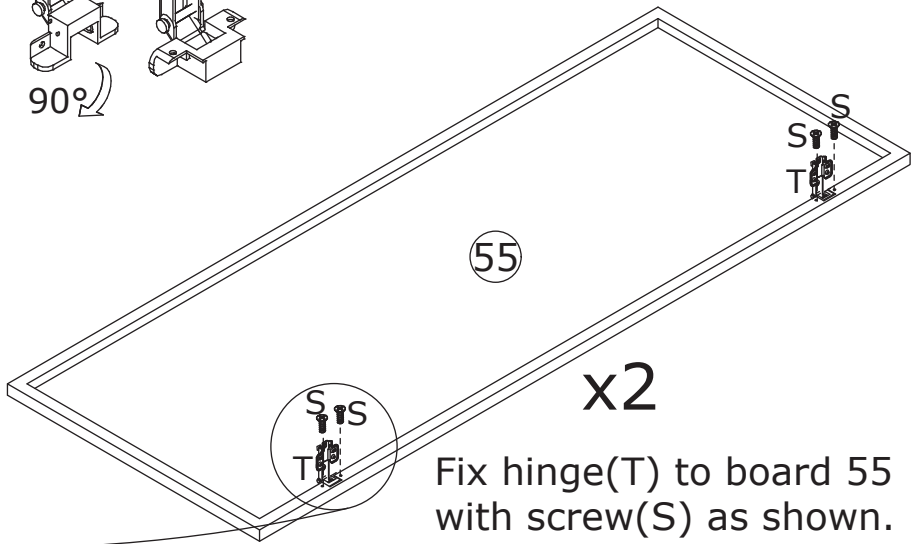
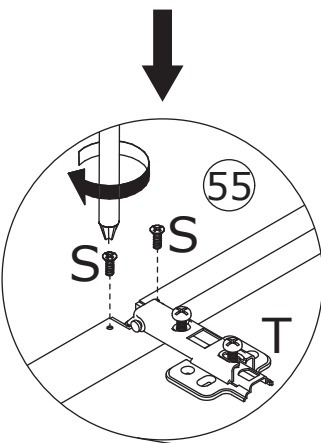
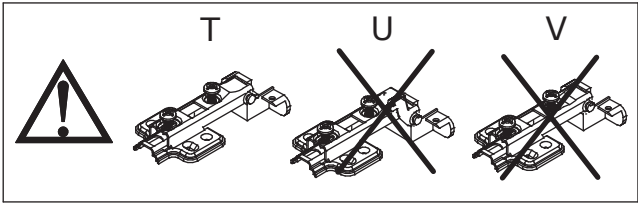
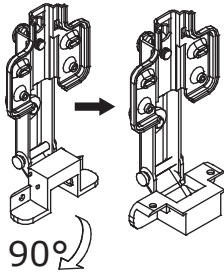
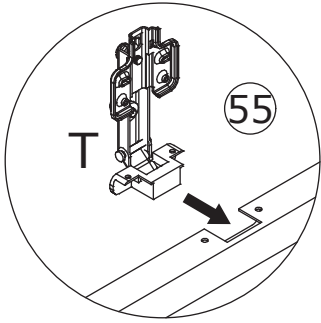
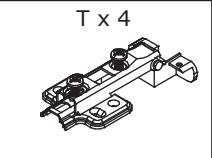
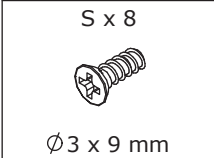
55



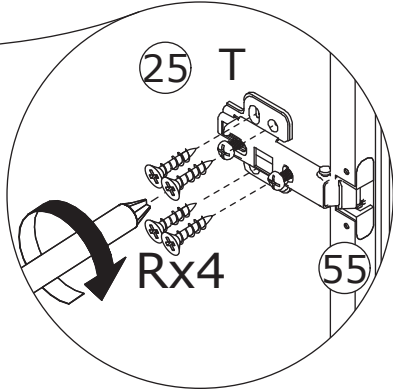
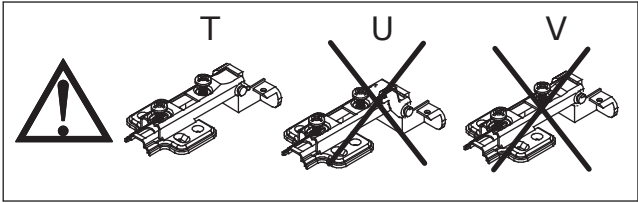
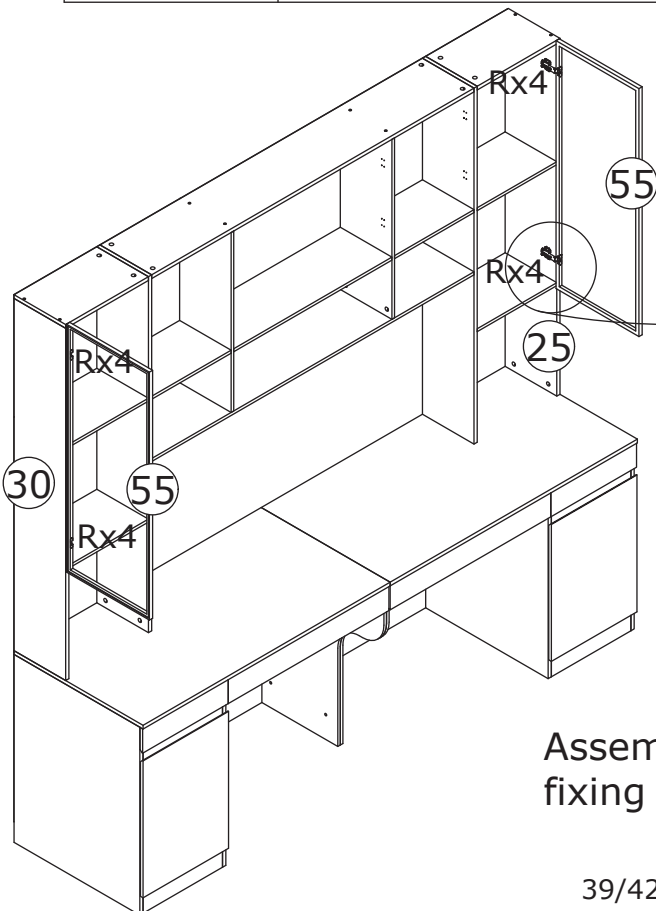
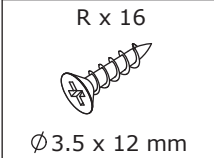
56



# 57

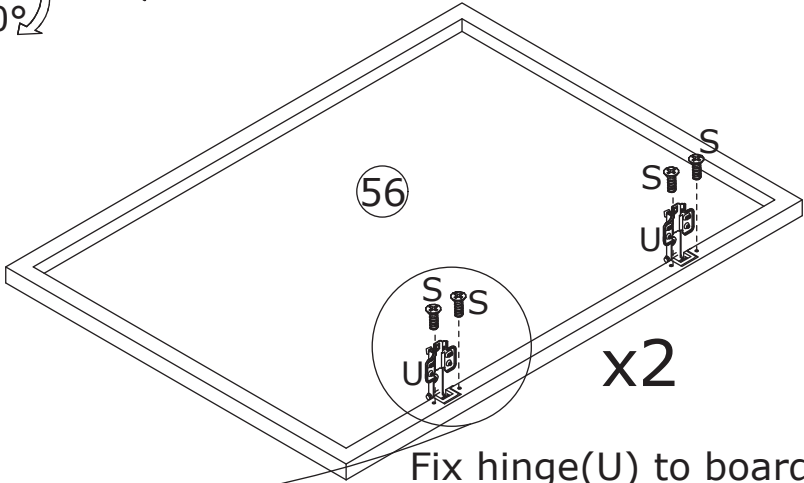
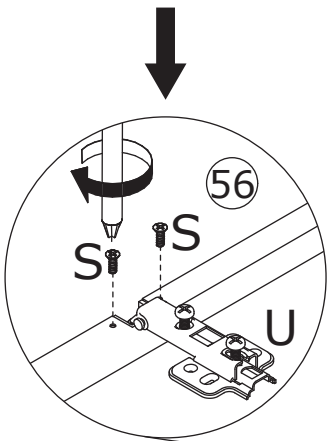
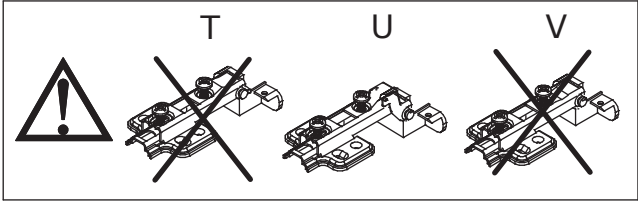
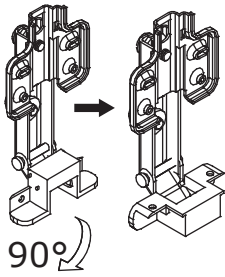
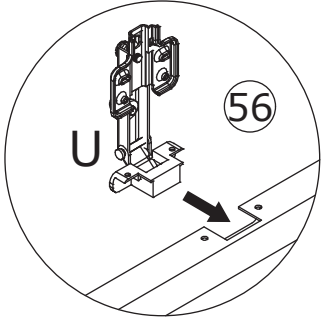
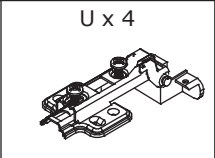
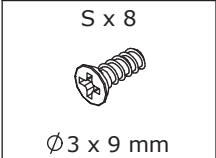


# 58



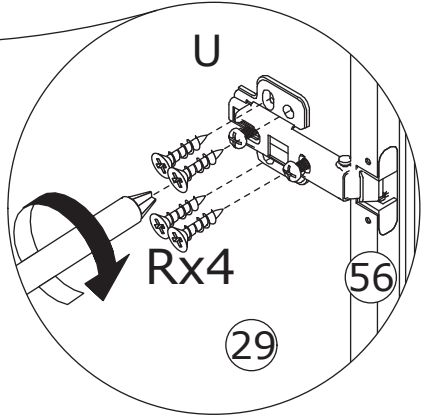
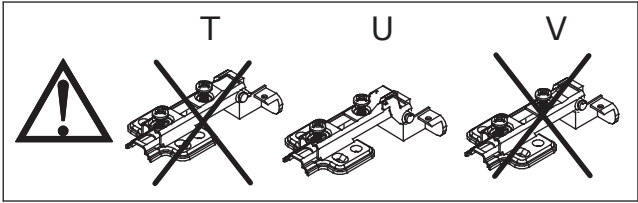
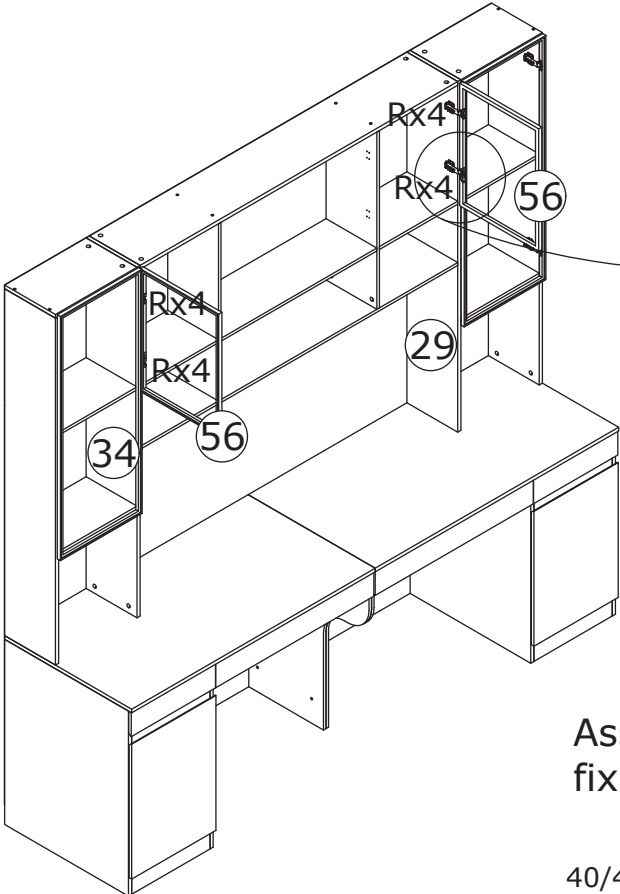
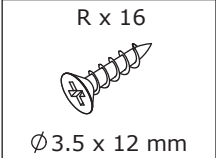
Assemble door 55 to the item by fixing hinge with screw(R) as shown.

59



Fix hinge(U) to board 56 with screw(S) as shown.

60



Assemble door 56 to the item by fixing hinge with screw(R) as shown.

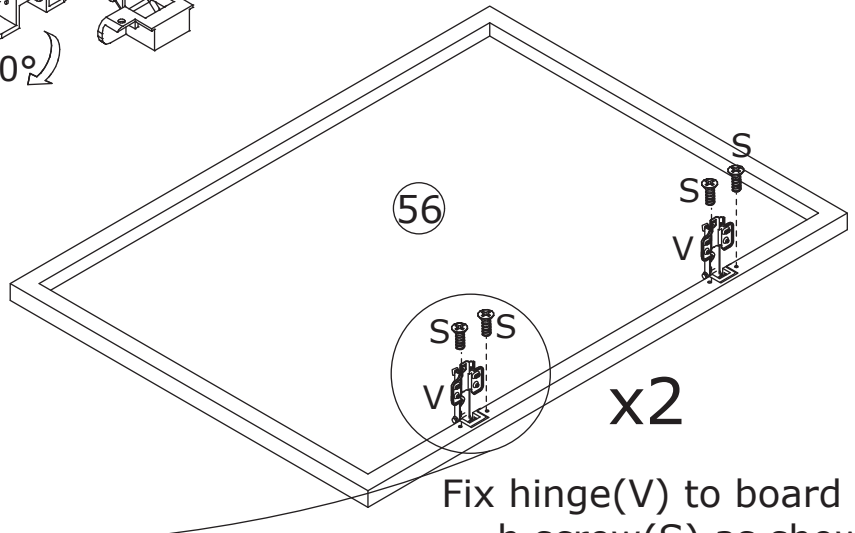
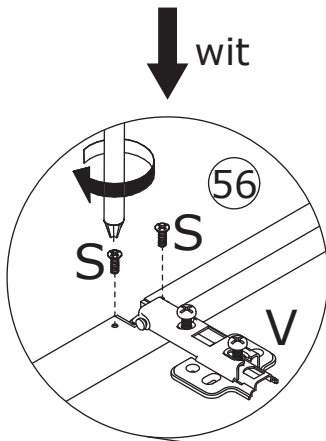
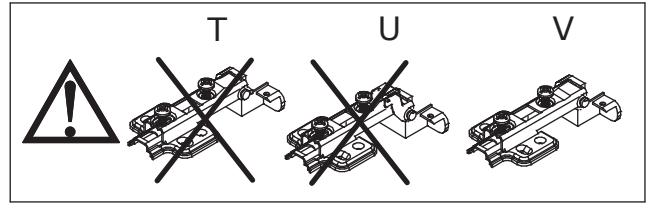
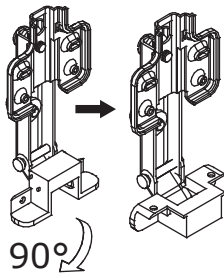
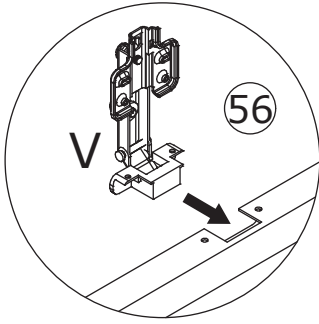
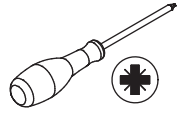
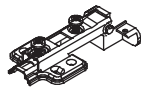
# 61

S x 8



Ø3 x 9 mm

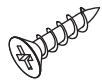
V x 4



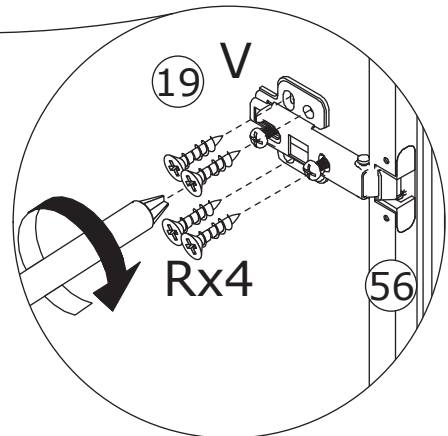
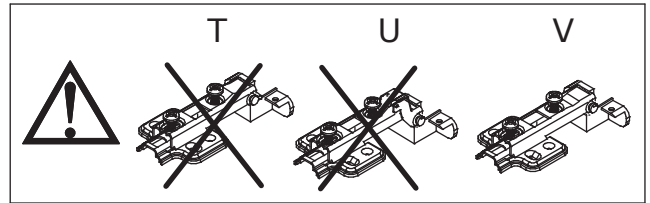
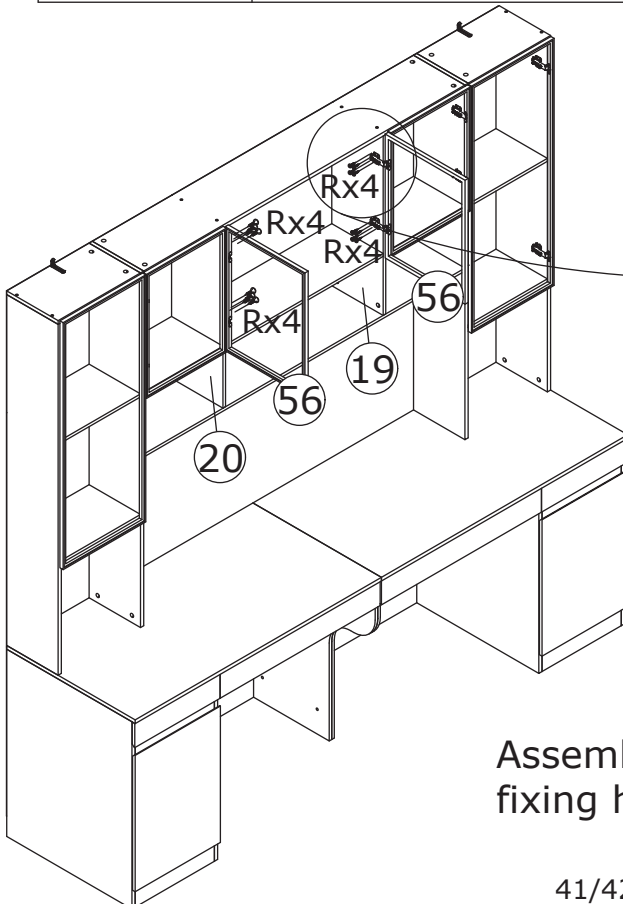
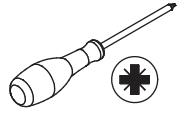
Fix hinge(V) to board 56  
h screw(S) as shown.

# 62

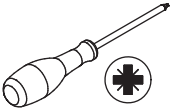
R x 16



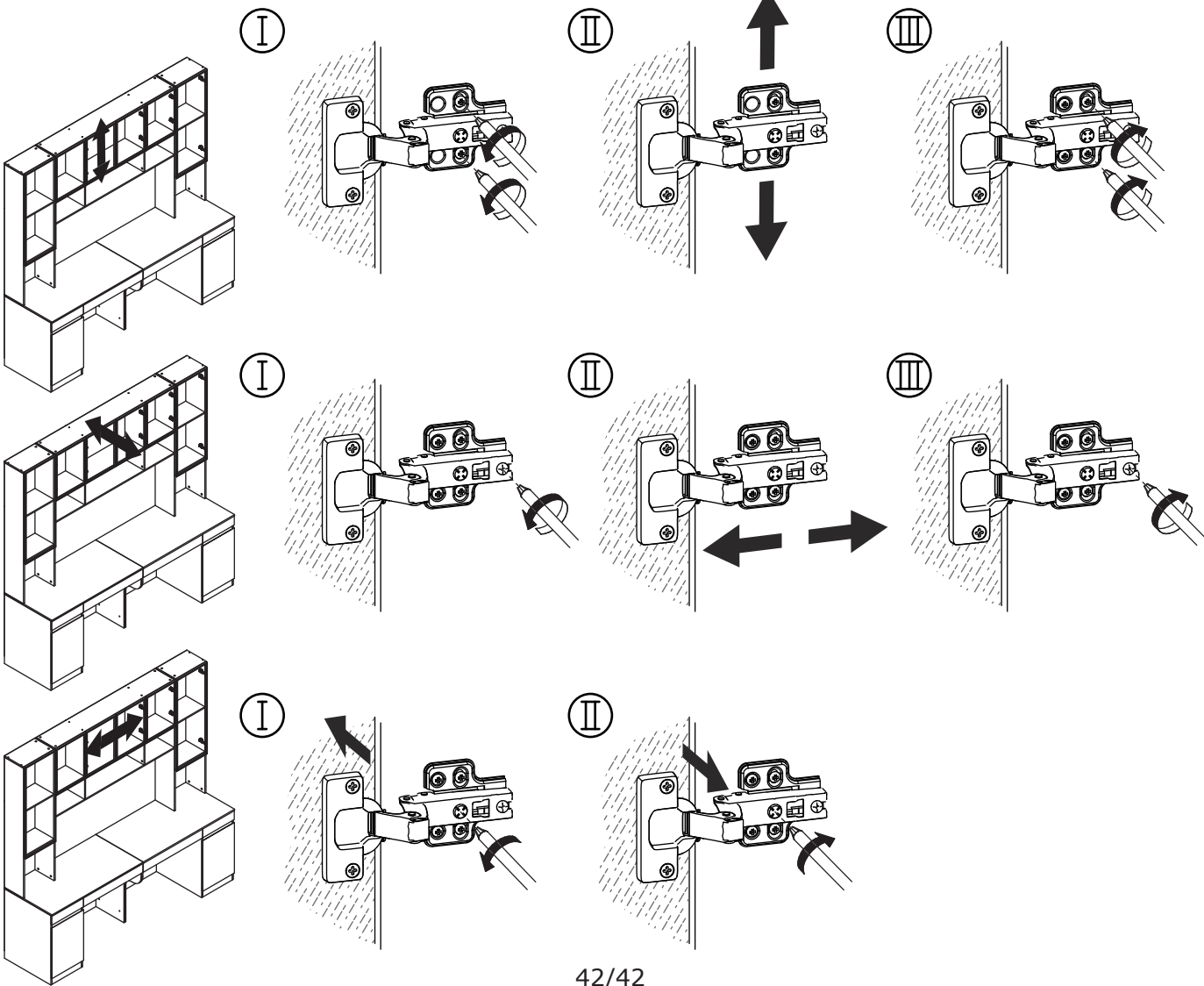
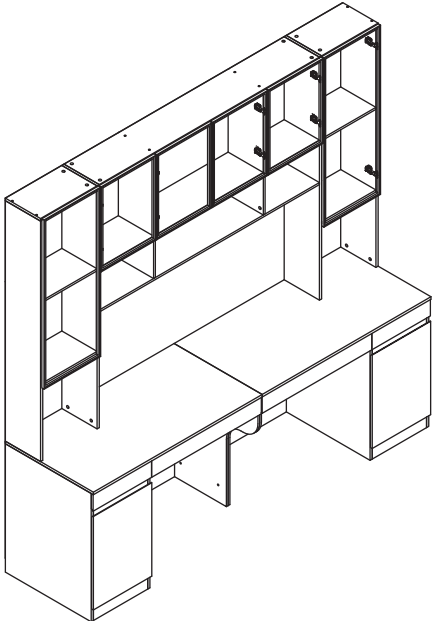
Ø3.5 x 12 mm



Assemble door 56 to the item by  
fixing hinge with screw(R) as shown.



If there is misalignment after you install, adjust the screw to the best condition  
If doors are still not aligned if the hinges are properly correctly.



# WARRANTY

## WARRANTY CLAIMS

- There is a 30-day warranty for broken furniture or any other problems that do not work properly. The warranty will start from the date of purchase which must be verified by proof of purchase.
- Before making a claim, we may be able to answer your query, simply call us. Please leave your purchase order number, along with some details of the problem, if you want a replacement part. We will arrange within 48 hours. If there is out of stock, we will reply with a shipping date.
- The product must be used in accordance with the instructions provided. For health reasons.
- For other reasons, if the furniture needs to be returned, it must be cleaned and dried and operated within 30 days of receipt.

## Type of Warranty Claim

- Failure to follow the furniture instructions will invalidate the warranty. Attention please.
- Does not include damage during installation, but includes damage during transportation.

## Scope of responsibility

- Shall not bear any responsibility for misuse or user damage and / or loss of parts during the installation of furniture.
- After using, the damage and scratches of the furniture are not covered by the warranty.

## The Warranty Relates to All Bought in The Us and Covers The Following Areas

- Sheet parts: 1 month from the date of purchase.
- Electrical parts: 1 month from the date of purchase.

# RETURNS

## **CHANGED YOUR MIND AND NEED TO RETURN YOU ITEM?**

### **PLEASE FOLLOW THE BELOW INSTRUCTIONS:**

- If you have purchased and have simply changed your mind, follow the retailer's instructions for returns.

### **DEFECTIVE ITEMS**

- If your item is defective in any way, i.e. it doesn't work but you can't identify why, in the first instance, please call us.

### **DAMAGED ITEMS**

- If you receive an order with obvious shipping damage from the retailer, then we suggest the delivery is refused. If the delivery has been accepted and then shipping damage is found, please follow the specific instructions advised by the retailer.  
In all circumstances please save all packaging material and paperwork for the order. Please be aware that if you dispose of packaging material or attempt to return the merchandise without contacting the fulfiller, you jeopardise your chances of making a claim, and you may not receive a credit for the return.