Product warranty

If one or more of the products you received shows quality issues within the warranty period, you can return it to receive a form of compensation. Some products have different policies or requirements associated with them.

Below please find the procedure of our warranties:

- Take a video or some photos showing the issue occurred with this item and contact us to submit your claim;
- We will contact you for more information or give you a response within 48 hours;
- If a product is still covered by our warranties, you may have to return it. The responsibility for paying the return shipping fees depends on the actual problem of the item you want to return.

Note:

- Please check all items for quality issues within 3 days of delivery. If there are any quality issues, please contact us within the warranty period.
- The warranty period for an item begins on the day the item is delivered to you.

Warranty exclusions

If a product is defective before you start using it or is not working, you can return it to us within the validity period of our warranties.

However, the following scenarios are to be considered outside the scope of this protection:

- Uses the device in a way that it is not intended for, Continues to use it once the fault occurs and causes more damage, Fails to contact us when the problem first occurs;
- Warrantees do not cover cases of damage to products from accidental breakage, misuse, or general wear and tear.
- Please contact us before returning a defective item; otherwise, your return request may be delayed.
- If a repair is impossible or we can not offer a replacement due to limited stock availability， we will send you a refund to the same payment account you used to place the order. You can then use the money for purchasing this product again.
- If items are lost while being returned, we will not be able to assist you as we wish we could. We recommend that you select a tracked shipping method to return the defective products.