**RETURN MERCHANISE AUTHORIZATION (R.M.A.)**

|  |  |  |  |
| --- | --- | --- | --- |
| **TO： JUNLING LI**    深圳市南山区创业路中兴工业城8栋2楼201 邮编 518054    Room 201, 2rd Floor, Building 8, Zhongxing Industrial City, Chuangye Road,  Nanshan District, Shenzhen, 518054.China  Tel: (+86) 0755-26063125 | | | |
|  | | | |
| **Order Number** |  | | |
| **RMA number (letters and digits)** |  | | |
| **Customer Address** |  | | |
|  | | | |
| **PACKAGE CONTENTS** | | | |
|  | | | |
| **Contents** | | **Quantity** | **Value (USD)** |
|  | |  |  |
|  | |  |  |
|  | |  |  |

***(Please send the first page and everything above this line to us)***



**YOUR GUARANTEE (Please keep this part)**

**❶** All products are covered by a 3 mouth warranty, so please don’t worry. We will help you solve this problem. **We will contact you when we receive the returned package**. We will deal with the returned products after conducting in-house tests, so it may take a long time, so you are welcome to phone or email us for an update.

The cost of posting back the faulty item(s) needs to be borne by you. Within the guarantee period (three mouths), the cost of shipping the repaired item(s) back to you is borne by us. Express shipping is not allowed by either party, as this will lead to customs tariffs. If tariffs must be paid, we will act in accordance with our own policies.

**Please ONLY return products by NORMAL POST (Airmail or EMS), not courier to return products**



#### IMPORTANT ADDITIONAL NOTES

**❷** Clearance in Chinese Customs, even for postal packages, is unfortunately a long process. For items to cross the Chinese border from Hong Kong into Shenzhen, it can sometimes take more than a week. Unfortunately that is beyond our control. If you need replacements sent to you or to a customer urgently, please order a new one from our website in the meantime.

**❸** Please return all products in their original boxes and packaging as far as possible with all the original accessories. Product must be safely and securely packed.

**❹ Note:** Use a nominal value to declare your goods. For example:

If your product value is: > 300 USD, write 40 USD

< 200 USD, write 30USD

< 100 USD, write 10 USD

**On the declaration form on the package, please write the same figure and the description should be: “Faulty products returned under warranty”.**