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| **EASY RETURN POLICY**  **09310108723 / (02)8932-74-59**  Upon acceptance of the item/s shipped, the buyer is agreed and understood to the following terms and conditions:   1. **Application for Return/Refund request** 2. The buyer is guaranteed to request return and refund of the item bought within 7 days if any of the instances are met.  * Damaged or not functional * Received wrong item/s * Incomplete item delivered  1. **Basic Troubleshooting Guide to Selected Items**  * Request for **troubleshooting guide** by chatting us to help you validate your claimed defective item. We will promptly guide you step by step on what to do. * Your full cooperation and immediate response is greatly encouraged.  1. Not allowed to returned/ refund of the item  * Change of mind * Buyer’s fault due to mishandling or improper use * Improper testing which resulted to improper declaration as defective item * Compatibility issue – fully functional but declared as defective * Pre-owned item is not allowed to be returned beyond 7 days.  1. Condition of Item to be returned  * Ensure that all items, including its accessories, box and manual must be returned to seller in the condition how the item received by the buyer.  1. **Returned Product Waybill labeling**   Please provide the following important information to expedite processing of your refund:  Order ID of the Item   * Your username * **Note:** Place your own remark/sticker of the returned items to verify that the item came from you.  1. **Shipping Fee charges** 2. **Shopee**  * Upon acceptance of return request from the seller, the buyer shall **temporarily pay/ shoulder** the shipping fee to the courier that is available in his/her location. **Only accredited courier such as LBC, JNT, JRS etc. is allowed to use courier because they can provide waybill or receipt as a proof of shipment.** * Refund of the said shipping fee will be refunded by the Seller after receipt of the item delivered and condition stated above **1C.a** is fully complied with. * **Cash-On-Delivery (COD) is strictly not ALLOWED**. Item ship backed via COD will **not be** **ACCEPTED**. * **Note:** If upon testing of the returned item is working well, we will send to you a video and/or pictures as a proof. **However, we will file a dispute to request for non-deduction of the shipping fee charge.**  1. **Lazada**  * Upon acceptance of return request from the seller, the buyer shall **ship the item/s at any LBC branch only to avail of FREE delivery**. Buyer shall exercise proper packaging and condition stated above **1C.a** is fully complied with. * **Note:** If upon testing the returned item is working well, we will send to you a video and/or pictures as a proof. **However, we will file a dispute to request for non-deduction of the shipping fee charge.**  1. **Return/ Refund Request After 7 Days/ Completed Transaction**  * **STRICTLY NO REFUND, REPLACEMENT of item only.** * Brand new item still covered by warranty will be replaced by the Seller limited to **factory defect only**. Seller reserves the right to decline the warranty if found to be faulty use due to buyer’s improper use. * All shipping fee back and forth will be paid/charged to the buyer. |

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