

# Voltix Electronics

*Transforming the way you experience technology.*

## Company Overview

**Voltix Electronics** is a retail company specializing in consumer electronics, founded in 2018 with the goal of becoming the bridge between the latest technological innovations and people. We were born from a passion for technology and the conviction that access to cutting-edge devices can enrich and simplify daily life.

Our philosophy is based on three pillars: **Quality, Innovation, and Service**. We strive to select only products that meet the highest standards, we work to always be at the forefront of the market, and we offer customer service that goes beyond a simple transaction. At Voltix, we don't just sell products; we create technological experiences.

**Mission:** To provide a curated catalog of high-quality electronic products, at competitive prices and backed by exceptional service, to empower our customers to live a more connected and intelligent life.

**Vision:** To be the leading destination for technology in Colombia, recognized for our reliability, expertise, and unwavering commitment to customer satisfaction.

## Products and Solutions Catalog

Our portfolio is designed to cover every aspect of modern life, from entertainment to productivity and home connectivity.

- **Laptops and Computing:** We offer a full range of laptops for creative professionals, students, and gamers. From lightweight ultrabooks from brands like **Dell** and **HP**, to powerful high-performance rigs with **NVIDIA GeForce** graphics cards and **Intel Core i9** processors for gaming and content creation.
- **High-Fidelity Audio:** Immerse yourself in sound with our selection of noise-cancelling headphones from **Bose** and **Sony**, portable Bluetooth speakers from **JBL** for any adventure, and home audio systems from **Harman Kardon** for an immersive experience.
- **Smartphones and Wearables:** Discover the latest in communication and health with smartphones from **Apple** and **Samsung**, and smartwatches that monitor your well-being from brands like **Garmin** and **Fitbit**.
- **Gaming and Peripherals:** Take your game to the next level with next-gen consoles like the **PlayStation 5** and **Xbox Series X**, mechanical keyboards from **Razer** and **Logitech**, and monitors with refresh rates up to 144Hz for a competitive edge.
- **Smart Home:** Transform your house into a home of the future with **Google Nest** voice assistants, security systems, smart lighting, and thermostats that allow you to control everything from your smartphone.

- **Photography and Drones:** Capture unforgettable moments with interchangeable lens cameras from **Canon** and **Nikon**, and explore the world from the sky with **DJI** drones for aerial photography and videography.

## Our Strategic Suppliers

To ensure every product we sell is authentic and of the highest quality, we work hand-in-hand with the most recognized manufacturers and distributors worldwide. Our partnerships guarantee product legitimacy and allow us to offer the best prices and the latest market innovations.

- **Apple:** Iconic products like iPhone, MacBook, and Apple Watch.
- **Samsung:** Leader in smartphones, monitors, and consumer technology.
- **Sony:** A benchmark in video game consoles, audio, and cameras.
- **Dell and HP:** Pioneers in personal computers and high-performance laptops.
- **Logitech and Razer:** Innovators in peripherals and accessories for gamers.
- **JBL and Bose:** Leaders in audio technology.
- **DJI:** The gold standard in drones for photography and video.

## Customer Service and Contact Channels

At Voltix Electronics, your satisfaction is our priority. Our team of experts is always available to assist you, whether it's to answer a question, advise you on your purchase, or manage any after-sales needs.

### Customer Service Line:

- **Sales and Support:** +57 (604) 123-4567
  - **Hours:** Monday to Saturday, 9:00 a.m. to 7:00 p.m.
  - **Lunch Break:** 12:30 p.m. to 1:30 p.m.

### Support Channels:

- **Live Chat:** Available 24/7 on our official website.
- **Email:** [contacto@voltixelectronics.com](mailto:contacto@voltixelectronics.com)
  - Responses within 24 hours.
- **Main Store:**
  - **Address:** Calle 10 #25-30, Poblado, Medellín, Colombia.
  - **Hours:** Monday to Saturday, 10:00 a.m. to 8:00 p.m.

## Our Guarantees and Purchase Policies

- **No-Questions-Asked Return Policy:** If you're not 100% satisfied with your purchase, you can return the product in its original packaging within 30 days of purchase for a full refund or an exchange.
- **Authenticity Guarantee:** All our products are 100% new and original, directly from the manufacturer. Each item comes with its official warranty for your peace of mind.
- **Fast and Secure Shipping:** We work with the best logistics partners to ensure your

order arrives safely and in the shortest time possible. Every shipment includes a tracking number so you can monitor your package in real-time.

## **Join the Voltix Community**

We invite you to follow us on our social networks to stay up-to-date with the latest news, exclusive offers, and tech tips.

- **Website:** [www.voltixelectronics.com](http://www.voltixelectronics.com)
- **Instagram:** @VoltixElectronics
- **Facebook:** /VoltixElectronics
- **LinkedIn:** Voltix Electronics

**Voltix Electronics: The technology that inspires you.**