

Cobuy E-Commerce: Shipping & Returns Guide

At Cobuy, we are dedicated to delivering your electronic products with care and efficiency. To enhance your shopping experience, we provide comprehensive shipping and return policies, along with support for setting up complex electronics. Here's what you need to know:

1. Shipping Information:

- **Shipping Costs:** We offer competitive shipping rates, calculated based on your location, order weight, and chosen delivery method. Be sure to check for free shipping promotions available during special offers or on orders over a specific amount.
- **Regions We Ship To:** Cobuy proudly serves customers worldwide. Please visit our website for a complete list of countries and regions we currently ship to. We continuously expand our shipping options, so check back often.
- **Shipping Restrictions:** Some items may be subject to shipping restrictions due to regulatory or customs requirements. We will inform you during checkout if your order is affected by any restrictions, ensuring you have all necessary information before completing your purchase.

2. Return Policy:

We stand by the quality of our products and aim for your complete satisfaction. Our return and refund policy is designed to be as hassle-free as possible:

- **Time Frame for Returns:** You can return most items within **30 days of receipt** for a full refund or exchange.
- **Condition for Returns:** Items must be returned in their **original condition**, including all packaging, accessories, and documentation. Products showing signs of use or damage (e.g., scratches, missing parts) may not be eligible for a full refund.
- **Return Process:**
 - **Step 1:** Initiate the return by contacting customer service via your Cobuy account or email.
 - **Step 2:** We'll provide a **return label** and instructions for returning the item.
 - **Step 3:** Once we receive your returned item, we'll process the refund to your original payment method within **5-7 business days**. You'll receive an email notification once your return is complete.
- **Exchanges:** If you prefer an exchange instead of a refund, we'll help arrange that for you. Simply contact us with the details of the item you wish to exchange.

3. Installation Support:

Complex electronics often require some setup assistance, and Cobuy is here to make that process as smooth as possible:

- **Self-Setup Guides:** We offer downloadable, step-by-step setup guides for a variety of products. These resources are designed to help you install and configure your new electronics quickly and easily.
- **Customer Service Support:** If you encounter issues during setup, our friendly customer service team is available to assist you. Contact us through phone, email, or live chat for personalized guidance and troubleshooting support. We're here to make sure your products work as expected.
- **Installation Services:** For certain products, we offer **paid professional installation services**. If you're interested, please reach out for more information and pricing.

Cobuy is committed to your satisfaction by offering reliable shipping, easy returns, and helpful installation support. Should you have any questions or require assistance, our customer service team is always here to help. **Happy shopping!**