

WATCHX REPLACEMENT/REPAIR POLICY

THANK YOU FOR SHOPPING AT WATCHX. WE ARE COMMITTED TO PROVIDING YOU WITH HIGH-QUALITY PRODUCTS AND SERVICES. IF YOU EXPERIENCE ANY FAULTS OR DEFECTS WITH YOUR PURCHASED WATCHX HARDWARE PRODUCTS, PLEASE REVIEW THE FOLLOWING TERMS REGARDING REPLACEMENTS AND REPAIRS.

Standard Replacement/Repair Policy

When you wish to replace or repair hardware products purchased online from WatchX, please keep the following important points in mind:

- Only items purchased directly from WatchX are eligible for replacement or repair. WatchX products purchased through other retailers must adhere to their respective replacement/repair policies.
- If a replacement or repair is confirmed necessary, please ensure that the product you return is repackaged with the charging cable (if applicable), accessories, and any documentation that was included when you received it. Returns of WatchX devices must include the charging cable accessory; otherwise, a full refund may not be provided.
- WatchX reserves the right to reject replacement or repair requests in cases where suspicious or fraudulent activities are detected, including unauthorized reseller activities or purchases made with the intent to return.

How to Request a Replacement/Repair

To initiate a replacement or repair for your product, please follow these steps:

1. **Send the reason for requesting a replacement/repair, along with photos or videos, to service@watchx.network.**
2. **Once we receive your email, a member of the WatchX team will review your submission and respond within 3 business days to confirm whether a replacement is necessary or to provide an appropriate solution.**
3. **If it is determined that the item requires replacement, WatchX will initiate the replacement process accordingly.**

We appreciate your understanding and cooperation. If you have any further questions or need additional assistance, please do not hesitate to contact our support team at service@watchx.network.

THANK YOU for CHOOSING WATCHX!