Phuket Shopper Return Policies

Electronic warranty & return policy

This warranty and return policy are only available for the sub categories of Arduino SCM, 3D printers accessories, electronic accessories, and similar gadgets.

Within 180 days

If there are any product quality problems which are not caused by artificial factors such as dis-assembly, misuse, drops or falls, water damage, unofficial firmwares, software modifications or any others causes of damage, we will cover the return shipping fees based on the shipping receipt you will provide only if these charges are worth less than Baht 1,200.

If the damage is related to the screen, this situation should not be considered to be included in the scope of this warranty. If you would like to repair this product, please return it and we will forward it to our repair centers. In this case, you should be responsible for paying the return shipping fees and the repair fees. If there will be any further costs occurred during the return or repair process, you should also be responsible for this. We will send you a bill showing all the charges we have to pay before sending it back to you.

After 180 days from shipment

All warranty requests will be rejected after 180 days from shipment.

Return policy

DOA (Dead on arrival) items

If the product (except for DIY kits) has arrived broken, please contact us within 3 days from the day you received it and then follow the **3 Days Product Guarantee**.

About unsatisfactory products

If you are not satisfied with your purchase, you can return it within 3 days from its delivery date to receive a refund of your purchase minus the shipping fees or an exchange. You will have to pay the shipping fees both ways if the reason is not related to our mistake. Please ensure to return the item with its original packaging and in the same conditions in which you received it.

E-Book reader problem

If your e-reader is not working correctly, please send us the following details:

- Product ID number;
- Order number;
- Some photos, a video or a screenshot of the problem;
- Description of the problem;

Notes:

- Please read the descriptions carefully and clearly before purchasing. If the descriptions are not clear enough, please feel free to contact us.
- This category (**Arduino SCM & 3D Printer Acc**) includes many DIY kits, and we can not assist you completely in case the damage is caused by incorrect welding, construction, or any other circuit issues.
- If you find the product is damaged, please do not disassemble it yourself (such as e-books, programmers, signal logic analyzers and other pre-built items), since this may affect your return request.
- If you refuse delivery of a parcel due to import duties or taxes, you assume all liability for all costs involved in returning the item to us.
- You are also liable for any import duties or taxes incurred during the return process.