

# Phuket Shopper Return Policies

## Watch phones & smart bracelets warranty

This warranty and return policy are only available for the sub-categories of watch phones and smart bracelets.

### 6 months warranty

Watch phones are covered by a six-months warranty, while their accessories like batteries, cables, and chargers are covered by a one-month warranty. If the watch phone you purchased is faulty within 6 months from its delivery date, you can return it for a free repair. **Note: Smart bracelets are covered by a 3-months warranty.**

Damages resulting from causes other than defects in materials and workmanship, including but not limited to accident, abuse, misuse, neglect, improper assembly, improper repair, improper maintenance, alteration, fluid invasion, modification or other abnormal, excessive or improper use will result in immediate loss of warranty.

If your return request is approved, we will cover the entire costs resulting from repairing fees, handling fees and replacement charges. Please be informed that the motherboard and screen of your watch phone are not included in this free-repair policy.

If accessories like batteries, chargers or cables are found to be faulty within one month after the date of delivery, we will arrange a replacement or issue a refund once you have sent us some photos or videos proving the issue occurred with your purchase.

### Return policy

DOA (Dead on arrival)

If you received a faulty watch phone, please contact us within 3 days from the date of delivery. We also recommend you to follow the instructions as listed on our **3 Day Product Guarantee** page.

Since watch phones are high-value items, we may ask you to return the defective item before sending a replacement or issuing a refund. When returning a watch phone, you should also ship all the accessories originally included with the item you ordered (e.g. cables, chargers and battery). If even one spare part or accessory is missing, we will ask you to pay for it. We will cover the return shipping fee for this item. If you receive a faulty smart bracelet, please contact us within 3 days from the date of delivery. We also recommend you to follow the instructions as listed on our **3 Day Product Guarantee** page. We can arrange a replacement or a refund according to your preferences.

### If you dislike the watch phone or smart bracelet after 3 days

If you dislike the watch phone or smart bracelet for any reason (e.g. the shape of the watch phone is not as you thought it will be, its functions are not the same that you expected and similar problems), you can contact us within 3 days from the date of delivery. Please send us some photos or videos to show us the product in the same conditions as when it was delivered to you, without any further damage or missing parts. Once we have accepted your request, you will need to pay for the return shipping fees. We will issue a refund after we have received the watch phone, checked the item and confirmed that no original accessory shows further damages or scratches. If we find any aesthetic imperfections or missing parts, we will charge you 20% of the value of the smart watch for restocking.

Note: You are responsible for every customs charge or tariff applicable to the item you wish to return. In similar cases, we will deduct the customs duties we had to pay from the amount of money you will be refunded.

### Broken within one month

If the watch phone or smart bracelet is found to be faulty within one month from the day of delivery, the warranty allows you to receive a replacement, a refund or a free repair according to the issues occurred with the item you ordered. If the item is defective, we will arrange a replacement or issue a refund according to your preference. However, you will need to return the item you ordered. Once we have received it and we have confirmed the problems of your product, we will send you a

replacement or issue a refund. Nonetheless, the amount of money that you will receive as a refund does not cover the return shipping fees.

If the problems with your product can be fixed by upgrading the system or by other means of compensation, you can discuss the issue with our customer service representatives in order to find a solution convenient to you.

Accidental damage and damage resulting from misuse, abuse or any other cause not related to the product itself are not covered by this warranty.

#### **Broken after one month and within 6 months**

If the watch phone you bought is found to be defective due to a manufacturing fault after one month but within 6 months after delivery, you are eligible for free repair. Our customer service team will assess the problem and ask you to provide some photos or videos of the issue. If your request is approved, we will send you the return address and the instructions on how to send the item back to us for a free repair. When the defective watch phone has been repaired, we will send it back to you through a free shipping method. However, we are not to be held responsible of the shipping fees for returning the item. Accidental damage and damage resulting from misuse, abuse or any other cause not related to the product itself are not covered by this warranty.

**Note: Smart bracelets are not included in the list of products covered by this type of warranty.**

Notes:

- Smart bracelets are covered by a 3-months warranty;
- Please contact us before returning a defective item; otherwise the return process may be delayed;
- We can arrange a refund or a replacement of the product after receiving the defective item and confirming that it is indeed defective;
- The return shipping fees will be at the customer's expense, except in case of DOA cases;
- If you do not want to pay high import duties on the return package, please avoid selecting an express mail service like DHL, UPS, TNT, FedEx, and similar ones;
- Please include a note inside the return package by including the following details (this will accelerate your return request):
  - your order number;
  - the product ID or name and the quantity;
  - a short description of the problem occurred with this product;
  
- If you encounter any difficulties in returning a product, please do not hesitate to contact us to discuss other forms of compensation;
- If the defect on the product is not related to its manufacturing process, the customer should pay the return shipping fees;
- 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.