

Phuket Shopper Return Policies

Computer warranty & return policy

This warranty and return policy are only available for the sub-categories of laptops, netbooks, and mini PC.

1 year warranty

If the product is defective within one year from its delivery date, customers can return it for a free repair. The scope of this warranty excludes all damages caused by artificial factors, like dis-assembly, misuse, drops, falls, water, unofficial firmwares, software modifications or similar causes both for computers and their accessories.

If your return request has been approved, we will cover the entire repair fee, handling fee and the replacement of the defective component. If one or more of its accessories are faulty within 3 months from their delivery date, we can arrange a replacement or a refund after confirming the nature of the problem. In order to do so, please send us some photos or a video of the issue.

Return policy

DOA (Defective on arrival)

If the product arrives broken, please contact us within 3 days after receiving it and follow the instructions shown in the **3 Days Product Guarantee**.

Due to the fact that computers are to be considered high-value items, we may ask you to return the defective product before receiving a replacement or a refund.

If you dislike the Product after 3 days

If you are not satisfied with the computer you received, please contact us within 3 days from its delivery date and send us some photos or a short video showing the product and why you dislike it.

You can return it after receiving our confirmation, and will have to pay the return shipping fees.

We will refund the price you paid after receiving the computer. We will also ensure that all its original accessories have been returned and that the computer has no damages or scratches. If there are any aesthetic imperfections or missing parts, we will charge you 20% of the computer's price.

Note: you will be responsible for paying all the customs charges and import duties occurred when returning the product. We will deduct the taxes we had to pay from the refund amount.

Broken Within One Month

If the computer appears to be defective within one month from its delivery date and the cause is related to its manufacturing process, we can arrange a refund, replacement, free repair or local maintenance based on its problem.

If the problem is caused by the computer itself, we can arrange a refund or a replacement according to your preferences after sending it back to us. We will cover the postage that you send the product back only if it is less than Baht 1,800.

We can offer you other forms of compensation in case the problem can be solved in other ways, as by upgrading the software or the version of the system.

The scope of this warranty excludes all damages caused by artificial factors, like dis-assembly, misuse, drops, falls, water, unofficial firmwares, software modifications or similar causes both for computers and their accessories.

Broken After One Month And Within One Year

If the computer appears to be faulty after one month but within one year after its delivery date and the problem is caused by its manufacturing process, you are eligible for receiving a free repair of this product. Please send us some photos or a video of the issue.

If your return request has been approved, we will send you the return shipping address and other instructions. After receiving the defective product and after it has been repaired, we will send it back to you with a free shipping method.

We will then issue a 50% refund of the return shipping fees if they cost more than Baht 450 but less than Baht 1,800. We will not cover these fees if their cost exceeds these values.

The scope of this warranty excludes all damages caused by artificial factors, like dis-assembly, misuse, drops, falls, water, unofficial firmwares, software modifications or similar causes both for computers and their accessories.

Notes:

- 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; The return shipping fee of the defective product must be discussed and agreed upon before you send the product back. Or we will not be responsible for any return shipping costs.
- The return shipping fee of the defective product must be discussed and agreed upon before you send the product back. Or we will not be responsible for any return shipping costs.
- We are not responsible for paying any customs fees for return shipping or for shipping back to you
- 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;
- 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.
- 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.