

Phuket Shopper Return Policies

Electric unicycle/balance scooter warranty & return policy

This warranty and return policy are only available for the sub-categories of electric unicycles and balance scooters.

DOA (Dead on arrival) items

If the product arrived broken, please contact our customer service within 3 days after receiving the package and follow the instructions shown in the **3 Days Product Guarantee**.

Warranty

- The battery has a 6 months warranty;
- The mainboard and motor are covered by a one-year warranty;
- Accessories like training wheels and chargers have a three months warranty;

If one of the above-mentioned components are faulty while still inside the validity period of their warranty, you can demand a new part (mainboard, battery, motor, shell or other part) for 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. We will be in charge of all the replacement fees for these components and can offer professional assistance on how to replace the parts.

Return policy

This type of products can not be returned due to their heavy weight and high shipping fees. We will offer parts replacement, technical support or repair if a fault develops.

If accessories are defective for non-artificial reasons within three months from the delivery date, please send us photos or a video showing the issue, then we can arrange to resend or refund once we have confirmed the issue. Artificial factors such as dis-assembly, misuse, drops or falls, water damage, unofficial firmware, software modifications or any others causes of damage are not covered by this warranty.

Note:

- If you cannot charge the device since you received the wrong adapter, we will send you another adapter suitable for your country.
- The battery life of the electric unicycle/balance scooter will be influenced by the user's weight, road condition, amount of time spent going up and down hills, time of continuous utilization, temperature and other variables related to the environment. To lengthen the battery life we suggested you to keep an even speed and do not accelerate or stop frequently.
- 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.