

Phuket Shopper Return Policies

Mobile phones warranty & return policy

This warranty and return policy are only available for the sub-categories of smartphones and featured phones.

1 year warranty

Phones are covered by one-year warranty, and their accessories (batteries, cables, charges) by a one-month warranty. If the phone stops working or becomes defective within one year from the date of delivery, 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 phones and their accessories.

If your return request has been approved, we will cover the entire repair fee, handling fee and the replacement fee for the defective component, except for motherboards and screens. If these two components are defective, please contact us within 3 days after delivery. However, we will not be responsible for paying the return shipping fees.

If accessories like batteries, chargers or cables are faulty within one month from the date of arrival, we can arrange a refund or a reshipment after the nature of the problem has been confirmed. In order to do so, please send us some photos or a video showing the issue clearly.

Return policy

DOA (Phones defective on arrival)

If the phone arrives broken, please contact us within 3 days from its delivery date, and then follow the instructions shown in our **3 Days Product Guarantee**.

Due to the fact that phones are considered high-value items, we may ask you to return the defective phone before receiving a replacement or a refund. Please include all of its accessories, like cables, chargers, batteries, in the returned parcel. If an accessory or component is missing, we will ask you to pay for it.

If you dislike the phone after 3 days

If you are not satisfied with the phone 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 phone. We will also ensure that all its original accessories have been returned and that the phone has no damages or scratches. If there are any aesthetic imperfections or missing parts, we will charge you 20% of the phone'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.

Faulty within one month

If the phone appears to be defective within one month from its delivery date and the cause is related to its manufacturing process, we can arrange a repair or a replacement in case the item can not be repaired. Please return the product and we will arrange a replacement or repair after receiving it and confirming that the issue is caused by defective materials, components or workmanship. We will not cover the return shipping fees. 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 phones 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 confirm that it is indeed defective;
- The return shipping fees will be at the customer's expense, except in case of DOA or products defective within one month;

- 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.