

Phuket Shopper Guarantees & Warranties

3 days DOA (damaged on arrival) product guarantee

If one or more of the items you received are damaged, different or not working, you will be protected by this guarantee.

Procedure for refund or replacement:

1. Within 3 days of receiving the product, contact us with a photo or video showing the issue and whether you want a refund or replacement.

-What we need from you

A photo or video showing the issue

A photo of the shipping label and original packaging

Tell us whether you prefer a refund or replacement

2. We will review your claim and contact you if we need more information

3. If approved, we will arrange a refund or replacement of the defective product, and you may be asked to return it. We will be responsible for paying the return shipping fees.

Will I need to send the item back to Phuket Shopper?

Only high value products need to be returned. "High value" is determined by our customer service team and it usually refers to items worth Baht 2,000 or more. If it is not high value then you do not need to return it and can keep the faulty product.

If we ask you to return the product we will discuss with you the most cost effective way to return ship it to us and give you full instructions including our return shipping address. If we ask you to return a DOA item, we are responsible for paying the return shipping fees.

Where do I send returns?

Items must be returned to:

Stationery & Stuff Co. Ltd.

100/211 Moo 5 Soi 11

Chalearm Prakiat Road Ror 9

T. Rassada A. Muang Phuket

83000 Thailand

Do I need to return all its components or just the faulty part?

Unless agreed otherwise, you should return the item as well as its original packaging and all its accessories, like batteries, cables, chargers, and similar ones. If one component, accessory or spare part is missing, we will ask you to pay for it.

Product warranty

If one or more of the products you received shows **quality issues** within the warranty period, you can return it to receive a form of compensation. Some products have different policies or requirements associated with them. Please see the **Return Policy** section for more information.

Below please find the procedure of our warranties:

1. Take a video or some photos showing the issue occurred with this item and contact us to submit your claim;
2. We will contact you for more information or give you a response within 48 hours;
3. If a product is still covered by our warranties, you may have to return it. The responsibility for paying the return shipping fees depends on the actual problem of the item you want to return.

Warranty exclusions :

If a product is defective before you start using it or is not working, you can return it to us within the validity period of our warranties. However, the following scenarios are to be considered outside the scope of this protection:

a) The user voids the warranty if he or she

- Flashes the firmware of a device;
- Opens the body in an attempt to fix the product;
- Modifies, removes or swaps parts of a product;
- Uses the device in a way that it is not intended for;
- Continues to use it once the fault occurs and causes more damage;
- Fails to contact us when the problem first occurs;

b) Warrantees do not cover cases of damage to products from accidental breakage, misuse, or general wear and tear.

c) Please contact us before returning a defective item; otherwise, your return request may be delayed.

d) If a repair is impossible or we can not offer a replacement due to limited stock availability, we will send you a refund to the same payment account you used to place the order. You can then use the money for purchasing this product again.

e) Intimate apparel and adult toys can not be returned due to hygiene reasons.

f) If items are lost while being returned, we will not be able to assist you as we wish we could. We recommend that you select a tracked shipping method to return the defective products.

3 Days Return to us

If you are not satisfied with your purchase and the product is still in brand new conditions, we can arrange a partial refund, which will cover the price of the item minus the shipping fees. You will be responsible for paying the return shipping fees.

If a product is damaged or not working, please refer to our 3 Days Product Guarantee or to the warranty of its category. The return package should contain all the accessories of this product, which should still be in a good condition.

Cancellation policy

For canceling an order which has not been shipped, please **contact us** as soon as possible.

If the expected shipping date of your order has already passed and it has not yet been shipped, you can cancel the order and request a refund, which will be returned to your payment account.

Orders whose parcels have already been shipped can not be canceled. If you are not satisfied with your purchase within 3 days after receiving it, you are protected by our **3 Days Return to us** guarantee.