

# Phuket Shopper Return Policies

## Tablet PC warranty and return policy

This warranty and return policy are only available for the sub-categories of Android and Windows tablets.

### 1 year warranty

Tablets are covered by a one-year warranty, while their accessories like cables and chargers are covered by a three-months warranty. If the tablet is defective within one year from its delivery date, you 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 tablets and their accessories.

If your return request has been approved, we will cover the entire repair fee, handling fee and the replacement fee of the defective component, except for motherboards and screens. If one or more of accessories are faulty within three months from their delivery date, please send us some photos or a video of the problem and we will arrange a refund or a replacement after confirming the nature of the issue.

### Return policy

#### Tablets defective on arrival

If the tablet 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 tablets are considered high-value items, we may ask you to return the defective tablet 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 are unhappy with the Tablet on arrival

If you are not satisfied with the tablet 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 tablet. We will also ensure that all its original accessories have been returned and that the tablet has no damages or scratches. If there are any aesthetic imperfections or missing parts, we will charge you 20% of the tablet'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 tablet 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 tablet itself, we can arrange a refund or a replacement according to your preferences after sending it back to us. We will send you a refund of the return shipping fees if their cost is below Baht 1,800 and will not cover them if their value is above 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 tablets and their accessories.

#### Broken over one month and within one year

If the tablet 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 tablets 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;
- 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.