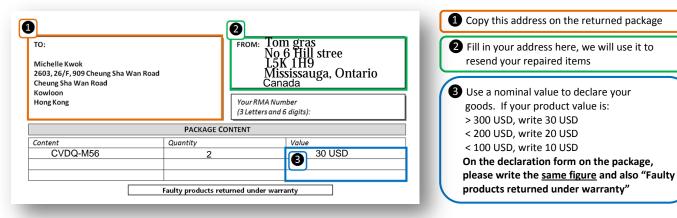
Product Return Form

(0 01 7 digits).				(
Please fill in the form completely								
Products authorized for return (e.g. CVDQ-M56 "Odyssey")	Quantity	The default option is repair or equivalent replacement, which can make the repairing process faster(the processing time up to 15 working days) If you insist getting the exact item to be repaired and sent back to you (processing time up to 25 working days), please tick the following blank box.			s) If you			
70.1		, .						
If there is not enough space, plea	se write the pr	oducts	s and	l quantity with an attached paper				
<u></u>	٠							
Please select the return reason	• •							
	give as much	inform	natio	n as you can, in the space under each entry)				
Cannot turn on (give details)				Cannot play music (give details)				
Cannot be charged (give details)				Cannot play video (give details)				
Display issues, e.g. pixels, brightness, etc (give details)				Cannot play audio, such as no sound (give details)				
Physically broken screen (give details)				Connectivity issue, e.g. WiFi, 3G, Bluetooth, MMS, etc (give details)				
Touch screen cannot work (give details)				Freezing / slow performance (give details)				
Faulty GPS hardware (give details)				Error message on the screen (give details)				
Signal/reception issue (give details)				Microphone issue (give details)				
Cannot make phone calls (give details)				Other issue (give details)				

HOW TO RETURN YOUR GOODS



Your additional comments:

The seller holds no responsibility or liability for: products which have been returned without being approved using the RMA process; returned products which are outside their warranty period; or approved RMA products sent using the incorrect shipping method. By completing this form and returning the product(s) to us, you are formally agreeing to the terms and conditions stated above and on our website Terms and Conditions.

TO:	FROM:
Michelle Kwok	
2603, 26/F, 909 Cheung Sha Wan Road	
Cheung Sha Wan Road	
Kowloon	
Hong Kong	Your RMA Number
	(3 Letters and 6 digits):

PACKAGE CONTENT						
Content	Quantity	Value				

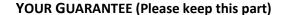
Faulty products returned under warranty





---- \bigwedge (Please send the first page and everything above this line to us) \bigwedge -





All products are covered by 12 months warranty, so don't worry, we will help you solve this problem. We will contact you when we receive the returned package. If you are concerned about the return process taking a long time, you are welcome to phone or email us to check. Please allow up to 3 weeks for the postal delivery to Hong Kong. We are sorry for any inconvenience this is causing you.



If the item is repairable, we will repair any broken items for you and ship them back to you, free of charge. All you need to do is post them back to our warehouse. This page describes how to send back the faulty item(s). If the item is not repairable, we will credit your account.



Costs Involved

The cost of posting back the faulty item(s) needs to be borne by you. The cost of duty, handling, and QC inspection is borne by us. The cost of any repairs including replacement parts [where it is a fault not user-caused damage] is borne by us. The cost of shipping the repaired item(s) back to you is borne by the seller.

Please note the valid period of this RMA number is 60 days from the date we authorize till the date we have received it. Please ONLY return products by NORMAL POST (Airmail or EMS), not courier to return products







IMPORTANT ADDITIONAL NOTES:



Clearance in Chinese Customs, even for postal packets, is unfortunately a long process. For items to pass from Hong Kong to Shenzhen, it can sometimes take more than a week. Unfortunately that is beyond our control. If you need replacements sent to you or to a customer urgently, please order a new item from our website in the meantime.



If you have it available, please also enclose a copy of your tax receipt for any Sales Tax or Import Duties that you had to pay the first time the goods arrived with you. (Normally this receipt should be provided by your courier.) We will enclose this copy when shipping repaired/replacement goods, which may reduce the chance you will be charged import taxes a second time. However, this depends on the practices of your local Customs so we can offer no guarantee in this regard.



Please return products in their original boxes as far as possible with all accessories. Products must be securely packed. Do not enclose your own belongings or accessories such as movie DVDs left inside DVD players. Please keep the return package under 20KG and make sure you take a picture of it, in case of damage during delivery.



If the returned products are confirmed by our technicians to be perfectly functional, then these items will not be returned to the buyer, refunded, or compensated in any form.

Please only return goods for which we have provided a RMA number.

The seller holds no responsibility or liability for: products which have been returned without being approved using the RMA process; returned products which are outside their warranty period; or approved RMA products sent using the incorrect shipping method. By completing this form and returning the product(s) to us, you are formally agreeing to the terms and conditions stated above and on our website Terms and Conditions.