

Product Return Form

Your Order Number
(6 or 7 digits):

Your RMA Number
(3 Letters and 6 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.
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

If there is not enough space, please write the products and quantity with an attached paper

Please select the return reason(s) and describe the product issues.
(Please tick ☒ all that apply AND give as much information as you can, in the space under each entry)

Cannot turn on (give details)	<input type="checkbox"/>	Cannot play music (give details)	<input type="checkbox"/>
Cannot be charged (give details)	<input type="checkbox"/>	Cannot play video (give details)	<input type="checkbox"/>
Display issues, e.g. pixels, brightness, etc (give details)	<input type="checkbox"/>	Cannot play audio, such as no sound (give details)	<input type="checkbox"/>
Physically broken screen (give details)	<input type="checkbox"/>	Connectivity issue, e.g. WiFi, 3G, Bluetooth, MMS, etc (give details)	<input type="checkbox"/>
Touch screen cannot work (give details)	<input type="checkbox"/>	Freezing / slow performance (give details)	<input type="checkbox"/>
Faulty GPS hardware (give details)	<input type="checkbox"/>	Error message on the screen (give details)	<input type="checkbox"/>
Signal/reception issue (give details)	<input type="checkbox"/>	Microphone issue (give details)	<input type="checkbox"/>
Cannot make phone calls (give details)	<input type="checkbox"/>	Other issue (give details)	<input type="checkbox"/>

Your additional comments:

HOW TO RETURN YOUR GOODS

1	2	
TO: Michelle Kwok 2603, 26/F, 909 Cheung Sha Wan Road Cheung Sha Wan Road Kowloon Hong Kong	FROM: Tom gras No 6 Hill stree L5K 1H9 Mississauga, Ontario Canada Your RMA Number (3 Letters and 6 digits):	
PACKAGE CONTENT		
Content	Quantity	Value
CVDQ-M56	2	30 USD
Faulty products returned under warranty		

1 Copy this address on the returned package

2 Fill in your address here, we will use it to resend your repaired items

3 Use a nominal value to declare your goods. If your product value is:
> 300 USD, write 30 USD
< 200 USD, write 20 USD
< 100 USD, write 10 USD
On the declaration form on the package, please write the same figure and also "Faulty products returned under warranty"

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:

Michelle Kwok
2603, 26/F, 909 Cheung Sha Wan Road
Cheung Sha Wan Road
Kowloon
Hong Kong

FROM:

Your RMA Number
(3 Letters and 6 digits):

PACKAGE CONTENT

Content	Quantity	Value

Faulty products returned under warranty

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

YOUR GUARANTEE (Please keep this part)

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.



Warranty

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.