

Product Return Form (RMA)

Your Order Number
(7 digits):

Your RMA Number
(3 Letters and 6-8 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 <input checked="" type="checkbox"/> 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 TO: 锦隆城供应链服务管理有限公司 广东省深圳市南山区桃源街道平山大园工业区 北区 6栋 3楼 (东#) 3/F, Building 6, Da Yuan Industrial Zone, Tao Yuan Street, Nanshan District, Shenzhen	2 FROM: Tom gras No 6 Hill stree L5 1H9 Mississauga, Ontario Canada Your RMA Number (3 Letters and 6 digits):	
PACKAGE CONTENT		
Content	Quantity	Value
CVDQ-M56	2	30 USD
3		
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: 韩方浦
 东莞市清溪镇罗马村委会星商电子商务公司3楼,
 邮编: 523000

**3rd Floor, Starmerx E-commerce Company, Roman Village
 Committee, Qingxi Town, Dongguan City, 52300, China**

Tel: 18952291327

FROM:

Your RMA Number
 (3 Letters and 6-8 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 our warehouse. We are sorry for any inconvenience this is causing you.



Warranty
 If the item is confirmed faulty without improper usage, we will repair it for you and ship back to you at our cost. 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 tested and confirmed faulty caused by improper usage, we will contact you and discuss for a solution



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 on condition that you follow our return instruction completely.
 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 us.

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 month. 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 of paying 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 transit.



If the returned products are confirmed by our technicians to be perfectly functional, then these items will not be returned to you at our cost, and no refund, compensation available 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.