

**If the defective problem of our products is caused from us, we will take all responsibility. Actually, the warranty do not include scratch, man-made damage, broken, abnormal usage and the consumption of usage. The condition of return goods should be on a resell situation.**

- Step 1. Please take time to fill the RMA application form.**
- 1. The serial no.**
  - 2. Please make the remarks by detail description each panel with related serial no, then send back to us.**
- Step 2. After confirming the RMA items, we will send you Return Invoice for your confirmation and offer you a RMA No. for tracking purpose.**
- Step 3. When the Return Invoice has been confirmed by you, we will inform you to send the RMA goods to us by your account. And we will send back to you after repairing the defect TP by our account.**

**Note: Before you ship RMA goods to us. we need you to provide us the checking number**

- 1. If by delivery, we need AWB no. or Housing no.**
- 2. If by forwarder, we need you to provide us B/L (Bill of Lading) no.**

**In this way, we could control and lower the freight cost both you and us and prevent the double charge for customs.**

**In case to prevent for double charge for customs, we will make record for this first. Due to the freight cost, if you just ship few items to us, both of us need to pay for the freight charge. so if possible , can you simply make a note and keep those item in your company for a while. Till RMA have an amount such like one CTN or one Box, then send them together to us for repairing.**

