



Beijing Hongdee Corporation
Email: sales@hongdeecorp.com
www.hongdeecorp.com

WARRANTY POLICY

In the event you experience a product repair concern, contact Hongdee immediately at sales@hongdeecorp.com.

ONE-Year Warranty

Hongdee warrants most electronic products against defects in materials and workmanship under normal use for a period of ONE year from the date of original purchase when purchased new, unless otherwise stated on the purchase invoice. Normal wear and tear are exempt from this warranty. At Hongdee's sole discretion, Hongdee will provide necessary parts to perform the repair, while the customer is responsible for the labor. Hongdee will provide available troubleshooting directions, technical repair instructions, or a repair service video to assist the repair. Alternatively, Hongdee will provide the customer with detailed instructions regarding the repair process. Upon mutual agreement, the customer is responsible to ship the product at their own expense to Hongdee for repair, then Hongdee will return ship the product at Hongdee's own expense following repair (the customer is liable for any Customs import fees or charges). Proof of purchase from Hongdee or an authorized distributor may be required, usually in the form of the original purchase receipt or invoice from Hongdee or an authorized distributor, to document that the date of original purchase conforms with the ONE-year warranty period.

This warranty does not include: 1. Damage as result of misuse, accidental or negligent use, or use in other than a normal and customary manner, 2. Damage resulting from improper installation, operation, maintenance, alterations, adjustments, or modifications, 3. Damage caused by dropping, spills, liquid, scratches, or misuse to any plastic or external parts, 4. Damage to the equipment caused by connection to or operation with any product not supplied by Hongdee.

There are no other warranties express or implied applicable to the equipment. Hongdee's liability under this warranty shall be limited to repair or replacement as described above. In no event shall Hongdee be liable for any special, consequential, or incidental damages.

Out-of-Box Failure (OBF)

An OBF is defined as a product that fails to operate according to the manufacturer's

essential product specifications upon original unpacking, set up and operation due to a defect or workmanship. An OBF must be reported within 30 calendar days after the date of original purchase from Hongdee. At Hongdee's sole discretion, Hongdee will cover the cost of parts for product repair or replace the product at Hongdee's two-way shipping cost. Following consultation with Hongdee, the customer will be provided with detailed instructions regarding the OBF process including return of the entire product (all accessories, manuals, etc.) or part(s) of the product in its original packaging (any missing items may be non-refundable or billable). This is referred to as the RMA (Return Merchandise Authorization).



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Mar 1st, 2024