

Warranty Policy

1. **1. SATISFACTION GUARANTEE TO ALL CUSTOMERS: 30-DAY MONEY BACK POLICY**

Customers should contact Forbest if they are not satisfied with a product for any reason within 30 days of the invoice date. A 30-day Money Back is guaranteed (Shipping & Handling and other additional charges, such as the transaction fee 6% of the total amount charged by bank or Credit Card Company, are not refundable). However, Returned product must be in original packaging, unused, undamaged, and in saleable condition. Proof of purchase is required in all cases. The 30-Day Money Back Policy does not apply the custom product.

1. **2. LIMITED WARRANTY**

All products sold are warranted by Forbest only to customers for: (i) resale; or (ii) use in business, government or original equipment manufacture. Forbest warrants products against defects in materials and workmanship under normal use for a period of ONE (1) year the date of purchase from Forbest, unless otherwise stated. Should the customer have any problem about the Forbest product, the customer should contact the dealer or Forbest immediately. Forbest will not cover the defective items in warranty term after the product has been repaired by a third party even if it is within 1 year since the purchased date.

During the limited warranty period, Forbest may, at its option: (i) repair; (ii) replace; or (iii) refund the amount paid by customer. Customer must return the product to the appropriate Forbest branch or authorized service location, as designated by Forbest and pay for the shipping cost. Forbest will cover the shipping cost for the return of the product to customers in 46 states of US and in Canada within the warranty term. For a RMA item from other offshore regions (Hawaii, Alaska, Puerto Rico, and the U.S. Virgin Islands) and countries outside of US and Canada, the customer has to pay all the shipping including the return shipping from Forbest and tax, if any, even for an item within the warranty term. In the event that there are import charges and brokerage charges in processing repair or replacement of warranted items, the incurred import charges and brokerage charges will be undertaken by the importer regardless of either party.

1. **3. Warranty Return**

Before returning any product, customer shall: (i) write or call the local Forbest branch from which the product was purchased; (ii) fill in the Forbest RMA form and provide the date, the original invoice number, the stock number, and the description of the defect (iii) or report to the dealers and ask them to contact us. Proof of purchase is required in all cases.

For those returned items exceeding over 6 months, Forbest will send an email or call the customer after 6 months to remind the customer and the customer should get back to Forbest within 5 business days. Otherwise, Forbest has the right to dispose of the returned items at its own will without undertaking any cost or responsibility.