

Return Policy Marketplace RMA guidelines must be followed for processing all return requests

Unshipped Items Return Policy

- **25 %** restocking fee will be charged for unshipped item returns without valid reason within **30** days of the original order being processed.

Shipped Items Return Policy

- For quality or logistics issues, the Buyer can request a refund or reshipment within **7** days after the end customer has received the item. The reshipment fee will be borne by the Seller.

Warranty Policy Marketplace RMA guidelines must be followed during after-sales services

Beginning from the date of delivery, purchased products include a **3** month warranty. In the event of manufacturing defects, the Buyer can request a refund, partial reshipment or full reshipment within the warranty period.

Please note that the warranty policy does not apply to the following situations:

- Damage resulting from negligence, abuse, normal wear and tear or natural disaster and accidents, including but not limited to: burns, cuts, tears abrasions, scratches, watermarks, indentation or pet damage
- Damage resulting from unauthorized modifications, except with written approval from Seller
- Products not purchased through the Giga Cloud Marketplace
- Products with their own individual warranty policy