

HCMAN

At our store, we firmly believe that high-quality products and considerate after-sales service are the cornerstones of long-term trust and cooperation with our customers. Since the establishment of the store, we have strived to provide every customer with a worry-free shopping experience from pre-sales consultation to after-sales support. We are committed to ensuring that every product sold meets the highest quality standards through strict quality control procedures.

▶ Return and Refund Methods

If the product has non-human damage or functional defects within the warranty period, we will provide free return, exchange, or refund services. You only need to contact our after-sales team, provide the relevant proof of the product quality issue, and wait for our confirmation.

Your satisfaction is our greatest motivation.

We also welcome you to put forward any suggestions for improving our after-sales service at any time. Whether it is about the optimization of the service process, the improvement of the professional quality of the staff, or the addition of new service items. We are committed to providing every customer with thoughtful, professional, and efficient after-sales service.

If you have any questions or needs related to after-sales service, please contact us. We are always here for you.

▶ Email Contact

Our dedicated after-sales email address is carter_kiddrv@outlook.com, and we promise to reply to all emails within 24 working hours (Monday to Friday, 9:00 AM to 6:00 PM, excluding public holidays).