

After-sales Service Letter of Commitment

All products purchased from our company are guaranteed to keep in good service for one year. If quality problems after confirming by our company in a guaranteed period. Our company will resend New One. If you are caught in some problems when using our products, welcome to contact us at any time.

service commitment

Of all about product quality complains, reply within one week, and to determine the treatment measures according to the actual situation.

The warranty period on the quality of the products, we will offer the treatment measures based on the actual situation if it comes out unartificial damage.

Return goods commitment

The returned products require product photo, completed packaging, accessories, instructions, warranty cards, invoices, return or resend reasons.

Any product quality in production, such as glue failure naturally, poor function and missing accessories of products can be replaced free of charge within one year after confirming with our company.

Now the following situation cannot enjoy our company exchange or resend commitment.

- A. Product was not of regular use.
- B. 。 Abnormal conditions , wet storage.
- C. All the damages from human factors or using in an abnormal working environment. Not use following the instructions or not use according to the environment indicated by the instructions.
- D. 。 Unauthorized repair, misuse, abuse, and change.
- E. Product in a normal tear.
- F. Beyond the shelf guaranteed period.
- G. Not belong to the products of our company. (such as fake)

The warranty instructions apply to the following Dehumidifier Type :LD-DE190P ,LD-OL24A, LD-R190A