

Product Warranty

Dear Customer:

Thank you for purchasing our products. In order to protect your legal rights, please read the following warranty terms carefully:

I. Warranty Scope

This warranty applies to all products sold by our company. Under normal use, if there are quality problems with the product (such as logistics damage, product quality problems, lack of accessories or functional problems, etc.), we will provide free repair or replacement services.

II. Warranty Period

From the date of purchase (based on the invoice date), this product enjoys the following warranty services:

The warranty period is 1 year

III. The following situations are not covered by the warranty

- Failure or damage caused by human damage or improper use (such as overloading, dragging, violent disassembly and assembly);
- Natural wear and tear during normal use (such as fabric fading, pilling, etc.);
- Damage caused by force majeure (such as fire, flood, earthquake, etc.);
- Products without valid purchase receipts or warranty cards.

IV. Service Process

If you need after-sales return and exchange service, please contact us through the following only method:

Customer service email: **hdmarket@smugdesk.com**

After-sales service time: working day **9:00 – 18:00**

Note, please provide the following materials when contacting us so that we can handle it for you:

Product purchase receipt (invoice or order screenshot);

Product problem photos or videos (pictures are necessary);

We will contact you within **48** hours after receiving your information and provide solutions.

The warranty service is subject to the final interpretation of the company.

Thank you again for your trust and support!

Smugdesk LLC