

Best Mart INK WARRANTY TERMS

LIMITED WARRANTY : YES		<i>For and on behalf of</i> BEST MART INK Authorized Signature(s)
WARRANTY SERVICE EMAIL :alex_manager@163.com		
<i>ISSUES</i>	<i>CONTACT SUPPLIER (FROM THE DATE OF RECEIPT)</i>	<i>PHOTOS REQUIRED</i>
RECEIVED DAMAGED PACKAGE	WITHIN 7 DAYS	YES
DID NOT RECEIVE ON TIME	WITHIN 3 DAYS	NO
MISSING PARTS	WITHIN 30 DAYS	YES
PRODUCT QUALITY	WITHIN 3 MONTHS	YES
NOTE : The warranty service doesn't cover the following items 1.Faults non-attributable to product quality or performance.For example,no longer needed or dislike it . 2.Faults as a result of force majeure.For example ,artificial damage 3.Without any photos or vedios as proof. 4.Beyond the warranty period.		
<i>SOLUTION</i>	<i>PRECONDITION</i>	<i>PHOTOS REQUIRED</i>
SEND REPLACEMENT PARTS	Missing parts or some parts are damaged	YES
RETURN AND REFUND	Quality issue and customer don't want the product anymore	YES
RETURN AND RESEND	The product is damaged in a small area but customer want a new one	YES
REFUND/RESEND WITHOUT RETURN	The product is damaged in a large area and cannot be used	YES
RESEND PRODUCT	Courier lost package	NO
NOTE : If an issue can be addressed by a replacement part , sending replacements instead of returning whole items back .		