

# Warranty

**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 other 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 **1** 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

Note: Delivery to the following states and territories is not supported: PR, AK, HI, GU, AA, AE, AP .