



S.G. INTERNATIONAL GROUP H.K. LIMITED

SHENZHEN SHUGUANG DIGITAL TECHNOLOGY CO., LTD.

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Warranty Policy

Warranty Procedure We suggest you contact our tech support team first by send an email to sggroup_usa@yahoo.com or our sale representative to determine whether the item is indeed defective before shipping. Then make a return merchandise authorization (RMA) request to our sale representative. See **Return Policy** for more details. **One-Year**

Warranty All parts come with a warranty against manufacturer defect or failure for a period of one year from the date of purchase. This warranty covers replacement or repair of the product. Replacement is often used within 30 days after purchase with the same product or like product when direct replacement is unavailable.

Warranty Forfeiture Warranty is void if manufacturer seals have been removed, altered or tampered with. Warranty is void if mishandling, improper use, or defacing of the product. Products damaged due to improper or inadequate packaging when returned.

Return Policy

Please read **Warranty Policy** first before sending items back to us. If you believe that the product you received is defective and your warranty has not expired, you must first send an **RMA request** to obtain a RMA number as if you are placing a new order. The RMA Order number will allow us to track your return much easier and faster. Write the RMA # on your invoice and on the outside of the shipping carton. All items that are received without a valid RMA # will be refused.

Return Processing Time and Notification: Once we have received your returned item(s), we will process your return within 48 business hours. If the return is accepted, you will receive a credit confirmation via email. If you have requested a replacement, a new shipment confirmation will be sent to you. If there are any issues or problems with your return/replacement, we will notify you via telephone or email.

Return Shipping: Customers are responsible for the shipping cost of shipping items back to us. We are responsible for the shipping cost of shipping items back to customers.

Caution: *If customer mistook this equipments ordered, will be responsible for the shipping cost of shipping items back to customers*