

Dear Customer

We do appreciate your trust and support on our products and service! To protect your own rights and interests, please read the following terms carefully: All products manufactured or supplied by moodytech.co are provided a **six-months warranty** based on the date of purchase to assure you a stable performance. If you find any defective ones during the warranty, please feel free to contact us at service@moodytech.co for return/exchange or refund.

Warm Reminded: To avoid man-made damage in the process of using, thus made it out of warranty scope, please test all the products before installation.

Return / Refund / Exchange Policy

This Policy is for online purchases on moodytech.co only. MOODY accepts merchandise returns/exchanges due to non- physical/functional damages that are applied to this Policy. Please apply for an RMA service within six months from the purchasing date. If incorrect items are received, please contact us and issue a refund/return/exchange within 7 days of the recipient.

1. Dead on Arrival: For significant damage to the outer packaging upon receipt. Or DOA of the product.
 - A. Refuse delivery of the package and inform MOODY.
 - B. Damaged package/product after confirmation of the receipt: take a photo / video and contact MOODY within 7 days of the receipt. MOODY will offer a solution after negotiation with the Courier (return or exchange).
2. For quality problem of products received: take a photo and contact MOODY for return/refund or replacement.
3. For returns of wrong products ordered by the customer or problems not related to MOODY, within 14 days of receiving your order, you may exchange a new product unconditionally (no refund). However, a shipping fee to HK will be charged.
4. For incorrect products received, take a photo and contact MOODY immediately. Once confirmed, we will rearrange the shipment as soon as possible.
5. Customers will only be charged once at most for shipping costs (this includes returns); No restocking fee to be charged to the consumers for the return of a product.

Out of Warranty

- Out of warranty period.
- No MOODY QC marks.
- Improper operations like water damage, incorrect installation that result in flex cable damage, screen damage, scratch, or bezel damage.



RMA Process

1. Before issuing a delivery, apply for an RMA through Live or email chatting with our after-sale dept.. After RMA being accepted, an email with RMA No. and returning address will be provided.
2. Fill the RMA form with information of the returning product (quantity, problem, tracking number and picture of the package).
3. All the merchandise must be returned in the original packaging and in its original conditions (new and unused) with returning product list attached. Otherwise MOODY Tech reserves the right to limit or deny any returns or exchanges that do not apply to this policy.
4. MOODY Tech after-sale center will arrange the product testing after the package has been received.
5. After-sale center will issue a testing report within 3-6 working days.
6. Customer confirms the test report.
7. Issue the return/refund/exchange (within warranty)

Liability Disclaimer

- Apart from what is forbidden by the law, MOODY as a distributor does not take any responsibility and is not liable for any damage caused by products from any suppliers purchased through this site, be it direct, indirect, special, incidental, or consequential. Whatever claimed to be the legal theory, including guarantee, contract, negligence, or strict liability.
- MOODY reserves the right to change, suspend, or discontinue temporarily or permanently, some or all of the return policy, with respect to any or all users, at any time without notice.
- The liability of this disclaimer is subject to the purchasing price of relevant products only.

POLICY ABUSE

Unfortunately, some customers have abused our generous return, warranty, and other policies. Accordingly, we will be forced to apply stricter policies to customers who abuse our policies.

POLICY CHANGES

These policies are subject to change at any time and without notice.

