



## Warranty & Return Policy

## Warranty

Items	Motor	Controller	Charger	Battery	Phone Holder
Warranty (Months)	24	24	24	12	3

## After-Sale Service

1. Our goal is customer satisfaction!
2. After you received the goods, if you do not know how to use it, please feel freely to contact us, we will try our best to deal with all problems.
3. During the warranty period, if product parts have problem (like motor, controller, battery, charger, etc.), we will provide new parts for free(You need to provide strong evidence that shows these parts have been damaged), you only need to bear the freight. At the same time, we also can provide free technology consulting.
4. Within 5 days after you received the goods, if you find there are problem with goods, please contact us.

## Local Dealer & Service

We have distributors in some countries or regions, so that you can receive our products faster and provide more timely and accurate after-sales service. Please contact us and we will recommend a suitable distributor to you.

## **7-day return policy**

We have a 7-day return policy, which means you have 7 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us or visit our returns & exchanges platform. If your return is accepted, you will need to contact a courier to send it back yourself. Items sent back to us without first requesting a return will not be accepted. Refunds are given excluding the delivery fee(From China/EU warehouse to your home).

You can always contact us for any return question  
at [sales@100g.tech](mailto:sales@100g.tech)

## **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

# Exceptions / non-returnable items

Damaged batteries are hazardous materials that cannot be returned. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

## Exchanges

The fastest way to ensure you get what you want is to order the correct item you need and return the item you have. Alternately, if time allows, once the return is accepted and you receive the credit notification, make a separate purchase for the new item.

## Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method.

Please remember it can take some time for your bank or credit card company to process and post the refund too.