



## 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 from the date you receive the item to request a return.

To be eligible for a return, your item must be in the same condition as when you received it, guaranteed unused, with tags and original packaging. You will need to provide photos of the individual accessories of the item, as well as photos of the condition of the item's packaging, and a receipt or proof of purchase.

To initiate a return, you can contact us at [sales@100g.tech](mailto:sales@100g.tech). If your return is accepted, we will give you an authorized return address and 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.

You will need to send the item back to the address it came from, for example, if the item was sent from China (transit time approximately 20-30 days), you will need to send the item back to China; if the item was sent from a European warehouse (transit time approximately 3-5 days), you will need to send the item back to the European warehouse. You will also be responsible for the courier costs of sending the item back to the China or European warehouse.

Please note that items sent from China cannot be returned to a European warehouse as there are significant differences in how items are packaged and managed in the warehouse; similarly, items sent from a European warehouse cannot be returned to China.

### Costs incurred in the 7-Day return process

Please note that the following charges may be incurred for returned items and will be deducted from refunds:

Refunds will be made less the cost of delivering the item to your home, which will be US\$230 if the item was sent to you from China and US\$70(including the cost of stock management) if the item was sent to you from a European warehouse.

There will also be inspection and re-stocking fees. These fees are zero if returned to China and US\$80 if returned to a European warehouse. These fees will be deducted from the amount returned.

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

## **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.