

## **45 Days Money-Back and 12-Month Worry-Free Guarantee**

You may return your undamaged product and packaging within 45 days of purchase to receive a FULL REFUND for any reason. If the reason for return isn't quality-related, the customer must pay the return shipping costs. If the reason for return is quality-related, we will be responsible for the return shipping costs.

### **Other Warranty**

Please kindly note that all our products are produced under strict quality inspection. In addition to 45 days money-back and 12-month worry-free guarantee, if you register on our official website, you will enjoy 18 month warranty. We also provide free life-time technical support and our professional after-sales team would make things right for you within 24 hours.

### **FAQs**

#### **Q: How does customer claim the warranty?**

A:

Step1. Please offer your order number from VicTsing Official website or Amazon you bought the products.

Step2. Describe the problems, or upload some photos about the problem, send the issues you claim to [support@victsing.com](mailto:support@victsing.com)

Step3. Our support team will reply the issue, offer solution within 24 hours.

Step4. If you are unsatisfied with our products, need to return the products,

#### **Request from USA:**

Please use USPS, mail the product to *1292 Kifer Road, Sunnyvale, CA 94086, United states*

#### ***Request from Europe***

Please mail the products to **OW00588-San Wong, One world house pump lane  
hayes, middlesex, UB33NB, United Kingdom**

*Step5. Offer your tracking number to [support@victsing.com](mailto:support@victsing.com) we will refund your payment.*

#### ***Q: Whether the customer need to pay return products shipping?***

A: If the reason for return isn't quality-related, the customer must pay the return shipping costs.

**Q: Where does customer return the products?**

*A: Please use USPS, mail the item to 1292 Kifer Road, Sunnyvale, CA 94086, United states, offer your tracking number to [support@victsing.com](mailto:support@victsing.com), so that we can refund*

**Q: What isn't covered by the warranty?**

A: The product is over 12-month and it is damaged by the customers themselves.

**Q: When does the warranty begin to take effect?**

A:It begins the day you place your order.

**Q: What is a valid proof of purchase?**

A: You can tell us the order# or send us the screenshot of the order.

Website: <https://www.victsing.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.