



Electronic Warranty Card

Product Name: _____

Product Model: _____

Product Serial Number: _____

Order Number: _____

Purchase Date: _____

Warranty Terms

1. One-Year Warranty: The product is covered by a one-year warranty from the date of purchase. If accessories are damaged and easily replaceable, users may contact customer service to identify the type of replacement part and perform the replacement themselves. If the product is damaged beyond the user's ability to repair, the user must send it back to the manufacturer for repair. For details, please contact customer service.

2. Warranty Coverage: The warranty service is valid only under normal use. The following situations are excluded from free warranty coverage and will be subject to paid repair services:

- (1) Damage caused by improper use, maintenance, or storage by the user;
- (2) Absence of the warranty card and valid proof of purchase (e.g., domestic e-commerce platform order number);
- (3) The model on the proof of purchase does not match the product being repaired, or the invoice has been altered;
- (4) Damage caused by force majeure or uncontrollable factors;
- (5) Damage to electrical products caused by unstable power supply voltage exceeding the machine's operating range, or non-standard wiring that does not comply with national electrical safety standards. (Note: Damage caused by power supply voltage below 187V or above 240V is not covered by warranty);
- (6) Products without a body bar code are not covered by warranty;
- (7) Products that have exceeded the warranty period;

The above are not covered under warranty and will be charged according to out-of-warranty repair standards.

3. Non-Warranty Coverage: All human-made damage, unauthorized disassembly, improper use, and any external damage are not covered by the warranty. This warranty card must be presented for warranty service. Failure to provide this card or unauthorized alteration of this card entitles the company to treat the case as out-of-warranty.

4. Return & Exchange Policy

Return & Exchange Standards

(1) Within one year of receipt, returns without reason are accepted provided the product does not affect resale. The return shipping cost shall be borne by the user. For details, please consult customer service.

(2) Within one year of receipt, product quality issues may be addressed by contacting online customer service for quality verification, and then consulting online customer service regarding exchange or repair.

(3) The merchant does not support exchanges between different categories or different models. Exchanges are limited to the same model only.

Return/Exchange Reason	Category	Supported Within 1 Year (incl.)	Customer Bears Shipping (Return)	Customer Bears Shipping (Exchange)	Required Documentation
Customer Reason	Signed Receipt - No-Reason Return/Exchange	√	Yes	/	Photos/Videos/Inspection Report
	Unsigned Receipt - No-Reason Return/Exchange	√	No	/	None
Non-Customer Reason	Quality Issue Return/Exchange	√	No	No	Photos/Videos/Inspection Report

Return & Exchange Notes

(1) If you need to return or exchange a product, please contact the merchant's customer service to apply for a return/exchange first. Only after confirmation by customer service should you proceed with the return. If you return the product without contacting customer service in advance, or if the return/exchange information is incomplete and the customer cannot be identified, the merchant reserves the right to refuse acceptance or treat the package as unclaimed. Any resulting losses shall be borne by the party initiating the return/exchange.

(2) All returns and exchanges must ensure the integrity of the original packaging, foam, gifts, accessories, instruction manual, invoice, etc. (For exchanges, gifts and invoices do

not need to be sent back). If the returned product is damaged, the customer must compensate the merchant accordingly.

Shipping & Packaging Fee Standards for Returns & Exchanges

The merchant supports a one-year return/exchange policy, provided the product does not affect resale. *(Definition of re-saleable condition: packaging is not significantly damaged, accessories are not missing, the product is intact, etc. For details, please consult online customer service.)*

Notes:

- (1) If the merchant has prepaid shipping costs that should be borne by the customer, the amount will be directly deducted from the refund or the customer must remit payment to the merchant.
- (2) For returns/exchanges within the one-year warranty period, the customer must bear the shipping cost to send the goods back.
- (3) If the return/exchange is due to machine quality issues or logistics-related damage, the merchant will bear the return shipping cost.
- (4) The customer must ensure the integrity of the product, packaging, foam, accessories, instruction manual, etc. when returning.
- (5) Return shipping fees will be determined based on the user's region and specific circumstances. The customer may contact local logistics companies to negotiate return shipping fees.
- (6) Products must be returned to the warehouse address specified by customer service.

Warm Reminder:

Please keep this warranty card safe. It will not be reissued if lost.

For warranty service, please contact VEOVR official customer service or an authorized service center.

Official Website: www.vevor.com

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