

Besavior DIY KIT after-sales service

Warranty service

We provide a 6-month warranty for all Besavior DIY KIT accessories. During this period, if your Besavior DIY KIT has product quality problems, we will repair, replace or refund.

How can I get an additional 6 months of extended warranty?

1. Follow any of our social media.
2. Share photos or videos of our products on your social media, and that's it!

The following conditions are not covered by the warranty:

1. Degradation and/or failure due to normal use, wear or aging.
2. The user intentionally or negligently damages the product, such as misusing, dropping, throwing or otherwise abusing the product.
3. Unreasonable or excessive use of the product, including commercial use.
4. Electrical damage caused by power surges, lightning, or other sources external to the product.
5. Scratches, dents or other cosmetic changes may alter the product or its original condition.

If you have any questions about besavior DIY Kit products, please feel free to contact besavior@163.com or log in to Forum.beloader.com for consultation. If you need after-sales service, please fill out the besavior DIY Kit warranty card and email to besavior@163.com.

Warranty

The Besavior DIY Kit is warranted against manufacturing defects for 180 days from the date of your product purchase. Defective products within 6 months will be repaired or replaced at our sole discretion. You'll get a prepaid shipping label to arrange shipping so you won't have to pay for any return shipping within 180 days. Shipping costs are borne by us.

This warranty does not apply to consumable parts, such as protective coatings designed to fade over time, unless failure is due to defects in materials or workmanship.

Supplementary note:

- *After the warranty period, it can be repaired or replaced for a fee, and the specific cost needs to be determined by the maintenance personnel after inspection.
- * Mailing costs: We will bear the postage during the warranty period, and all the postage will be borne by the user outside the warranty period.
- *All parts, components, etc. that have been repaired and replaced during the warranty period belong to the company.

Return policy

Besavior DIY Kit offers returns within 30 days of delivery. For return requirements caused by non-quality problems, including but not limited to personal reasons, if you don't like it, the customer must bear the return shipping fee, and a 15% return fee will be charged for all returned goods.

If you decide to return the product, please fill out the besavior product warranty card and email to besavior@163.com within 30 days after receiving the product. Please return it to our factory within 45 days of receipt.

We accept returns of defective products in their original storage bag with all accessories, manuals and documentation that came with the product. If the item shows any damage or excessive wear, additional charges will be charged based on the cost of repair or replacement. Once we have received the returned products and determined that they are eligible for return, we will contact you to confirm. Please note that it may take up to 7 days for your bank to process the payment.