

iTech Smartnet Limited

Warranty and After Sale Service Policy

Warranty terms return authorisation process and replacement handling.

Warranty	12 months replacement
Return Authorisation	Required before any return is shipped
Response	Within one working day
Contact	sales@itechsmartnet.com or WhatsApp

Warranty Period

Twelve months replacement warranty from delivery as standard. Optional vendor support contracts extend coverage and are registered under the end user name.

Cancellation Before Payment

Orders are not processed until a matching payment is received so an unpaid order simply lapses with no action required.

Cancellation After Payment

Contact us as soon as possible. At an early processing stage the order can usually be changed or cancelled with a refund or a credit.

Returning Faulty Goods

Contact us before returning anything. Most issues resolve with technical support. Where a defect is irremediable a return code and address are issued.

Transit Damage Or Loss

Photograph the packaging before opening if damage is suspected and contact us the same day. Transit insurance covers damage or loss in transit.

How To Order

WhatsApp	+86 130 0453 9967 — fastest route for quotations
Email	sales@itechsmartnet.com
Address	Workshop 60, 3/F, Block A, East Sun Industrial Centre, No.16 Shing Yip Street, Kwun Tong, Kowloon, Hong Kong
Office Hours	Mon to Fri 09:00 to 18:00 HKT
What To Send	Part numbers quantities destination country and any deadline



Every consignment ships with a serial list issued before despatch a commercial invoice a packing list and the applicable certificate pack.
Support contracts are registered under the end user name.