

※Return Policy※

The return of the product refers to the status of returning back after it is shipped. Before the package is delivered, it may be recalled or rejected.

After the package is delivered, products can be returned within 30 days from the date of receipt.

Please contact us before returning the product, and return it in packaging with the return label provided by us.

Please note that if the customer returns the product without contacting us, or if the product is not packaged or does not use the return label provided by us for return, we will refuse the return request.

※Non-Refundable Cases※

Please note that the following Non-Refundable Cases do not apply to returns.

- a. Products have exceeded the 30-day return window.
- b. Products are damaged due to improper assembly or use, such as installing the ceiling TV mount on unsuitable surfaces (e.g., weak plasterboard ceilings without proper reinforcement) or exceeding the recommended TV size and weight limits.
- c. The outer package of the products is not completely broken, and it is unclear whether the product inside is intact. (*Attention* Please contact us and provide pictures of the broken part if the package is completely broken.)

※For Non-Manufacturing Defects, returns may include but are not limited to※

For Non-Manufacturing Defects, customers are responsible for the return fees, including Return Freight and Restocking Fee.

- a. Returns for duplicated or wrong orders.
- b. Returns initiated with a cancellation request after the order has been shipped. (Please note that customers can cancel orders free of charge for a limited time after placing them. The exact cancellation window is displayed on the order page.)
- c. Returns due to lack of logistic updates after the product has been shipped and before the delivery date.
- d. Returns due to customer preference, such as the product size not meeting expectations, undesired color, or dissatisfaction with the material.
- e. Returns due to customer preference, such as the TV mount being too large, too small, too heavy, as well as undesired color or dissatisfaction with the material.
- f. Returns due to customer refusal to accept delivery.

g. The outer package of the products is not completely broken.
(*Attention* Please note that a package with more than 50% of its area damaged or with penetrating damage is considered to be completely damaged, while other types of package damage are not considered to be completely damaged.)

※Customer's Assumed Fees for returns※

Customers are responsible for paying all associated Return Freight and Restocking Fee for Non-Manufacturing-Defect product returns. Return Freight and Restocking Fee will be deducted from the order amount.

※※Return Freight※※

Return Freight will be deducted from the order amount. Please refer to the chart below to see the shipping freight for different SHIPPING WEIGHT RANGE.

*SHIPPING WEIGHT is determined by the shipping label and may differ from the actual gross weight of the product.

WEIGHT RANGE(unit: lb) SHIPPING FEE(unit: \$)

0-20lbs \$10
21-40lbs \$20
40-60lbs \$30
60-80lbs \$40
over80lbs \$80

※Restocking Fee※

Restocking Fee (15% of the product value) will be deducted from the order amount. However, this fee will not be charged if the customer can provide picture(s) to prove that the product being returned has not been used. Please note that once the package has been opened, the product is considered used and the Restocking Fee will be charged for return. Return Fee = Return Freight + Restocking Fee(not always applicable) Return amount = Order amount - Return Fee Within 3 business days of the warehouse receiving the returned package, the remaining amount of the order will be refunded to the customer.

※Return Process※

Contact TOPSKY Service Center

Email: service@topskyfurniture.com

Phone: +1 (725) 333-1988

1. Please find your order ID and contact TOPSKY service center before returning the product.

For any returns conducted without prior contact with us, we reserve the right to reject any returns and refuse to provide any service or accommodation associated with our Return Policy.

2. Please send photos or videos of the product issue or the completely broken package. For products with manufacturing defects or completely broken package, please provide photo(s) or video(s) and we will process a solution for you as soon as possible.

3. Please return the product using the return label provided.

We will provide you with return labels for products being returned. Please contact FedEx to return the product to us with the provided return label. If you return the product without first contacting us or without using the return label provided by us, we will reject the return request and refuse to pay for related return fees or issue any refund.

※※Example of Return Fee Calculation※※

Example 1:

If the product is being returned due to non-manufacturing defects and the package has been opened, the customer should pay Return Freight (\$20) and Restocking Fee (multiply \$159.99 by 15% to get \$24) as Return Fees. The total Return Fees will be calculated as \$44.

Within 3 business days of the warehouse receiving the returned package, \$44 will be deducted from the order refund. Consequently, the remaining order amount of \$100.99 (\$159.99 minus \$44 is \$115.99) will be refunded to the customer.

Example 2:

If the product is being returned due to non-manufacturing defects and the package wasn't opened, the customer should pay Return Freight (\$20) as Return Fees.

Within 3 business days of the warehouse receiving the returned package, \$20 will be deducted from the order refund. Consequently, the remaining amount of \$139.99 (\$159.99 minus \$20 is \$139.99) will be refunded to the customer.

Example 3:

If the product is being returned due to manufacturing defects, the customer can return the product free of charge whether the package has been opened or not.

Within 3 business days of the warehouse receiving the returned package, \$159.99 will be refunded to the customer.

※Warranty※

ABOUT TOPSKY WARRANTY:

DF02.01, TV01.01, TV01.11, TV02.01 come with 3-year warranty from the date of Purchase, DF04.01 DF03.01 come with 5-year warranty from the date of Purchase.

Within the warranty period from the date of purchase, any malfunction or functional problem caused by normal use can be replaced or refunded free of charge once. A failure is a mechanical breakdown of or defect in the unit that affects the user's ability to operate the product as intended.

WARRANTY COVERAGE:

All the parts

NOT INCLUDE:

Misuse or abuse of the product

Customers personal preference changed

Normal appearance loss

Parts lost by customer

TOPSKY Accessories/Replacement Part For out of Warranty Paid Service.

We also offer paid service/parts and extend warranty for the part out of Warranty.

If exceed quality warranty period, or you have already performed a warranty service once during the period, and still want to be able to perform the warranty service.

If you ever have any inquiry's regarding whether or not your product is still under warranty/ how to buy extra part, paid service

Just search and contact TOPSKY service team or call us.