14days- The Definition of Return Policy

14A / A Handset

	CAN return	CAN NOT return
Hardware	* Front of glass screen cracked * Many black spots show on display (More than 2 spots) * No Power * Displan Damaged * No Motherboard * Motherboard broken * Severe pressure injury * Can only recharge * Heavy watermark * HOME key no respond (iPhone 5S and above model) *Face ID no respond (Only iPhone X)	* Splash screen/ red screen * Slight pressure injury * Bent Motherboard * Show a difference in color or light darkness * Vibration problem * Camera damage * Water damage * Handset/horn/microphone problem * Vibrating key/power-on key/volume key problem * ingerprint key damage after out of warehouse (iPhone 5S and above model)
Software	* No access to the HOME screen * No power * No response to touch screen * No signal * No Wi-Fi Specified model, see the following table) * Automatic shutdown * System failure * Reboot * Data cable problem (before out of warehouse) * Bad fingerprints no entry	* Aging screen (Other Brands) * Lack of language * Data cable problem (after out of warehouse)
	* Mr Ng agree with special	

14B / B Handset

CAN return	CAN NOT return
* Many black spots show on display (More than 2 spots) * No Power * Displan Damaged * No Motherboard * Motherboard broken * Severe pressure injury * Can only recharge * Heavy watermark * HOME key no respond (iPhone 5S and above model) *Face ID no respond (Only iPhone X)	* Splash screen/ red screen * Slight pressure injury * Bent Motherboard * Show a difference in color or light darkness * Vibration problem * Camera damage * Water damage * Handset/horn/microphone problem * Vibrating key/power-on key/volume key problem * ingerprint key damage after out of warehouse (iPhone 5S and above model)
* No access to the HOME screen * No power * No response to touch screen * No signal * No Wi-Fi * Aging screen (Samsung designated models, see the following table) * Automatic shutdown * System failure * Reboot * Data cable problem (before out of warehouse) * Bad fingerprints no entry	* Aging screen (Other Brands) * Lack of language * Data cable problem (after out of warehouse
* Mr Ng agree with special circumstances	

N.New/N.New Handset/A handset+

CAN return	CAN NOT return
* Basic Funtion and * The range of "can return" of A handset * Mr Ng agree with special circumstances	Hosing/glasses scratched

B handset (Bad LCD)

CAN return	CAN NOT return
before out of warehouse: * Can not connect to ITUNES * Fingerprints damage * Mr Ng agree with special circumstances	* Bent Motherboard * Front of glass screen cracked * Fingerprints damage(after out of warehouse) * Camera damage * Vibration problem * Other problems

B handset (Bad LCD)(Only Electronic)

CAN return	CAN NOT return
before out of warehouse: * No Electronic * Fingerprints damage * Mr Ng agree with special circumstances	* With Electronic * No Electronic (after out of warehouse) * Fingerprints damage(after out of warehouse) * Camera damage * Vibration problem

Apple I-Cloud

	(B Handset up)CAN return		(all grade)CAN NOT return
Hardware	* A Handset or up: Front of glass screen cracked * Many black spots show on display (More than 2 spots) * No Power * Displan Damaged * No motherboard * Motherboard broken * Severe pressure injury * Can only recharge * Heavy watermark	Software	* No access to the HOME screen * No response to touch screen * No signal * No Wi-Fi * Automatic shutdown * System failure * Reboot * Data cable problem

Apple -Problem Phones

CAN return	CAN NOT return
* I-Cloud Lock	*Software/System Problem

14C / 14C(No Power)/ B Handset (No Power) / B Handse No Power or Bad LCD

Sold as it. NO Return

Samsung (LCD 1)

CAN NOT return

* Software/System Problem
*Aging LCD
*No access to the HOME screen
* Reboot

Samsung-Specified model

A700F	G960F
A710F	G965F
A720F	J700F
G920F	J710F
G925F	J730F
G928F	N910F
G930F	N915F
G935F	N920F
G950F	N930F
G955F	N950F

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