



We will accept return requests, shipping discrepancies or products arrived damaged claims for purchases through FOTILE America LLC direct owned stores* within the first **30 days** from purchase; or for purchases through shop.fotileglobal.com within the first 30 days from product delivery. Products must be in their original purchased/ new condition**. Refurbished products are not returnable. We require the original purchase receipt for filing a return.

*FOTILE America LLC direct owned stores:

- FOTILE America LLC: 10134 6th St suite L, Rancho Cucamonga, CA 91730
- FOTILE America LLC: 3510 Hwy 6, Sugar Land, TX 77478
- FOTILE America LLC: 6 Campus Drive Suite 210, Parsippany, NJ 07054

Returns will **NOT be accepted

- If the products have been installed, used, damaged or refurbished.
- If the purchase was made through channels other than FOTILE direct owned stores or shop.fotileglobal.com. (If you purchased a product at a non FOTILE directly owned retailer or online platform, please contact that retailer or online platform for their return policy.)

If there's no product quality related issue, for product returns with any other reason, restocking fee of 15% of the purchasing price will be charged, with a \$50 minimum. Or for accessory and parts returns, return shipping cost will be charged based on items weight.

Returns will be processed with below steps:

1. Please call us at 1(888)315-0366 or email us at serviceusa@fotile.com, with the original purchase receipt/ order number handy. Our customer service representative will discuss the situation and walk you through the return process when needed.

(Our customer service support is available 9am~5:30pm EST. Monday to Friday)
2. All merchandise returned to FOTILE must be in original packaging with all original items (e.g., accessories, parts, manuals, etc.)
3. Once we received the returned item and verified its condition, you will be credited within 7~10 business days.

Please note,

The actual processing time for the credit to appear on your account will be vary depending on the type of payment used, and by credit card issuer.

If you wish to return a product that came with a free promotional item, all items must be returned together to get a full refund. If you wish to keep the promotional items, the full value of the promotional item will be charged.



After 30 Calendar Days

If the 30-day return window has passed, and your product is still under warranty, call us for warranty services or to schedule a repair. Fees may apply.

For full warranty policy, please visit fotileglobal.com/us

FOTILE return and warranty policy is subject to change without notice but will not affect any purchase order accepted by us prior to the date of change.

FOTILE