

# Terms of Use

Version 1a (March 18, 2020)

- A. This is a mandatory agreement between SFFTEC ([sfftec.com](http://sfftec.com)) and all our customers (you).
- B. The valid version is the one in activity by the time the order is registered, and it can be used in eventual complaints/Paypal disputes. All versions at: [sfftec.com/terms-of-use](http://sfftec.com/terms-of-use)
- C. Any terms not disclosed here should be published on the website pages or other channels. If not, it may be discussed between the parts, and we reserve the rights for the final decision.

## 1. Shipping and Lead time

1.1. The claimed Lead time on the website product page description indicates the expected date we will ship out the product. This means that some of our products work as a Pre-order, and will not ship immediately. We will try our best to achieve the claimed Lead time, but note that small delays may still happen, and will be notified by email and other channel updates.

1.2. The orders that include multiple products with different Lead times will be shipped out according to the product with the longest claimed date.

## 2. Refunds and cancellations

2.1. We charge a 4,8% fee on any Paypal partial/full refund requests, except in some RMA situations (see below). All requests should be discussed and approved by us through email or other communication channels, before a Paypal dispute is opened.

2.2. After our final confirmation, we can take up to 30 days to issue a refund (for any requests).

2.3. You are allowed to request an order cancellation any time before shipment, as long as you accept the 4,8% refund fee and our other stated terms. This situation includes order mistakes, withdraws/abandonments, Lead time delays, eventual Paypal disputes, etc.

2.4. You are not allowed to request an order cancellation after shipment, except in some RMA situations (see below). If we didn't confirm your cancellation before shipment and you still refuse the shipped package for any reason, your shipping fee won't be refunded and a 4,8% fee will be charged on your products price refund, which will be issued if it returns to us intact.

## 3. Warranty and RMA

3.1. All orders have a 180-day warranty (separate from Paypal buyer protection), that will start on the day the package is received. It only covers order errors (wrong color/products, missing parts, etc) and/or product defects (not working accessories, damaged parts, etc), as long as it's not caused by you in any way. We do not accept order returns if it isn't in RMA situation.

3.2. Pictures and videos must be provided as proof, and the warranty is only valid to the original buyer. We may or may not request you to return the wrong/defective products/parts to the address info we provide, for confirmation. We are allowed to refuse a RMA request.

3.3. If we confirm the order issue, you have 2 options: request a product/part replacement free of charge, or cancel the order. If we demand a product/part return, the shipping fee spent in the RMA process might not be refunded, and other refunds will be charged a 4,8% fee. The refunds and replacements will be issued only after we decide that the RMA process is finalized.

3.4. Other compensation methods may be applied, if agreed by both parts involved.