

## About initial failure

In the case of an initial failure, we will respond to returned goods and exchanges.

We apologize for the inconvenience, but we would like to hear from you by phone or inquire form within 7 days of receiving the product.

### Application of initial failure

When there is damage or failure at the time of arrival

When there is a shortage or defect in accessories (parts)

### Items not covered by initial failure

If 7 days or more have passed since the product was received (guarantee may apply.)

Some oil remains (Because it has been shipped after the operation check)

Products with different assembly methods and usage

Depending on the customer's convenience (not fit · not installed · difference in color · mistaken, etc.)

Products that were significantly different from those at the time of delivery (including boxes and accessories)

As a result of inspection, a product with no defective part

### Notes on initial failure

We can not accept returns or exchange requests from anyone other than the purchaser.

If returned, it is necessary to repack the product, so please do not discard all packing materials and accessories.

If there is a shortage or defect in accessories (parts), only the relevant part will be replaced or sent.

We do not lend out replacement products during replacement or repair.

No compensation for loss due to the inability to use the product is performed.

(compensation for absence, compensation for commercial loss, etc.)

If the defect does not reappear on the product, the initial defect is considered not applicable.