



SAMPLES 30- DAY MONEY BACK GUARANTEE POLICY

1. Subject

At ALLWIN Tech., we are very confident in our products and service offering samples 30- day money back guarantee to introduce our potential products and increase clients' satisfaction. We provide cost-effective and good quality VoIP products /service and believe that you will be completely satisfied.

If you are not completely satisfied with our first trial sample for any reason within the first 30 days of usage that you will be given a full refund immediately excluding shipping, tax and banking handling charge / related handling charge, such period being calculated from the date of samples arrive in clients' house.

Please note: The samples 30- day money back guarantee just for the first sample delivery of each model.

2. Definition

ALLWIN provides samples 30-day money back guarantee to clients subject to the following terms and conditions:

- 2.1 First sample delivery of each model only.
- 2.2 Sample quantities are up to 5 pieces for each model.
- 2.3 Clients are not completely satisfied with the samples.
- 2.4 Samples just can be returned within thirty days from the date of samples arrive in clients' house.
- 2.5 ALLWIN receives the return samples notification within the period of clause 2.4.
- 2.6 Clients must not open the housing of devices for the 30-day money back guarantee service, i.e. please keep the original warranty seals on the devices without any damage.
- 2.7 Should purchase samples from ALLWIN directly; if not, pls contact your direct supplier for the policy if there is any.



3. Return Samples Procedure

Step 1: In the event of any product is not satisfied, Clients shall fill out the **Samples 30-day Money Back Request Form** via the hyperlink of [Samples 30-day Money Back Request Form](#) in advance, then send it to sales@allwin.com.tw or fax to +886-2-8512-3391 to get a **Return Sample Authorization number** for permission of returning cargo to ALLWIN Tech.

In the event of any return sample request, clients shall complete the **Return Sample Authorization Form** which will be provided by ALLWIN's sales or get it through ALLWIN's web site. Clients have to complete and submit the form via either above e-mail or fax.

Clients shall complete the necessary form in as much detail as possible, especially with regard to the model name, serial number, and delivery date of the return sample.

Step 2: Clients shall return the samples in the original packing with all accessories such as adapters and cables after getting **Return Sample Authorization number** from ALLWIN, the freight for the return is at clients' cost.

*Please note: Clients must not open the housing of devices and must pack all return devices with accessories for the purposes of return samples very carefully.
(i.e. please keep the original warranty seals on the devices without any damage).*

ALLWIN takes no responsibility for any damage or loss incurred during returned transportation, and will deduct the refund amount in case there is any physical damage on the devices and accessories.

Step 3: ALLWIN will refund the full cost of the sample excluding shipping, tax and banking handling charge / related handling charge back to clients once receive and test that it's in a new re-saleable condition, the banking handling charge for the refund is at clients' cost.