

# Purchase Notes

## **Warm Reminder about the Color Difference**

The manufacturing process may lead to slight variations between item to item of the same color and finish. There may be slight variation in color of the keyboard case of the same batch, or across batches. There may be slight variation in color between the knob and the weight of the same color and finish. There may be slight color variation between knobs and/or weights of the same color from the same group buy or across multiple group buys.

## **Notes on Prism Color**

There is some randomness in the generation of prism color due to the process. We cannot predict and guarantee what results will be made. I hope everyone can understand. The rendering of the prism color on the product image is for reference only, please contact us if you are not satisfied with the product.

## **Address Information Must be in English**

Please submit the address information must be in English to avoid delays in delivery or the inability to pick up the package in time due to information errors.

## **Product Renderings are for Reference Only, and the Actual Product Shall Prevail.**

There may be slight differences in the color of the product picture / display video and the actual product due to the influence of the shooting environment, light, camera tools, etc.

## **Tariff Issue**

Meletrix is NOT responsible for any import taxes or other customs fees. Customers need to handle it by themselves if it is involved, We can only provide assistance.

## **Package Returned**

Please follow up on the logistics status in time after our package is sent out. We will not be responsible for return/destroy fees and do not support refunds and resends if the package is returned or destroyed due to third-party factors such as incorrect address information, inability to contact the recipient, unable to deliver to this address, etc.

## **Return & Refund**

1. Returns are not accepted for GB orders. If the customer needs to return the product, he or she must bear all the shipping costs, and the shipping fee within the order will not be refunded.
2. Returns are not accepted for in-stock orders unless there is a product quality problem. If the customer needs to return the product, he or she must bear all the shipping costs, and the shipping fee within the order will not be refunded.

## **Remote Fee**

Some areas may be identified as remote addresses by the logistics company due to the logistics channels used, and additional remote fees will be incurred. We will contact the relevant customers immediately after receiving the notification from the logistics company. For this, we need the customer can reply to us as soon as possible

and negotiate the solution. Otherwise, the package may be delayed or returned. We will not be responsible for any losses caused by this situation if we have not received a reply from the customer for a long time. Hope you can understand.

In addition, we cannot predict in advance whether an additional remote fee will be charged in the place since the logistics channel is selected and adjusted according to the product and the destination. Please check the email in time after receiving the delivery notice to confirm the latest situation.

#### **Logistic Issue**

The time frame of order delivery is divided into three parts:

Part 1: Warehouse sent goods to the domestic carrier company

--This period needs 5-6 business days.

Part 2: The domestic carrier company sends to the customer's local carrier company

--Required time:

Economy shipping time: 20 to 25 business days

Third-party express time: 8 to 12 working days

Shipping method: DHL, FedEx, USPS, YunExpress, and other economical solutions

Part 3: The local carrier delivers to the customer

--It will take about a week generally, and the specific time needs to be confirmed by contacting the local logistics company.

Please contact us in time to help you solve them If you encounter the following problems, such as delayed delivery, delivered but not received, lost in transit, delivered to the wrong address, etc.

#### **Arrival Inspection**

Please report any QC defects in unassembled condition within 14 days after your order/product has been delivered.

Any demand submitted beyond this time may take longer for after-sales, I hope it can be understood.