

Refund policy

We hope you're delighted with your order. We understand that sometimes you would like a refund. As long as an item fits the requirements in this policy, we accept the return and give a refund in US dollars.

In general, the order returned will be processed under our official refund policy. Please kindly note that it usually takes 3-5 business days for us to process the refund after we receive the returned product. Besides, the customer needs to burden the service fee and shipping cost. The service fee and shipping cost are various, the details you can refer to in the image below. In order to process your return in a timely manner, please kindly provide the order number, product SN number, product images or videos to the below email address (overseassupport@makeblock.com and ordershipping.us@makeblock.com)

Once our after-sales support team receives the email and gets the information, they will follow it.

1.Conditions of Return

If the order is already delivered, a return must be made within 30 days from the date of delivery. You will need to provide the original receipt and pay a service fee for the refund.

Package Status	Product Category	Service fee*
Unopened	Machine	10%
Unopened	Accessory	15%
Opened, Unused	Machine	15%
Opened, Unused	Accessory	20%
Opened, Used	Machine	30%
Opened, Used	Accessory	20%

- All products, packages, and materials must be intact.
- If it's a machine, it must have lasered less than 50 times.
- Materials and filters purchased separately can't be returned.

*Note: The percentage of the service fee will be calculated on the total price of the order, including tax and shipping costs. Exchanging a product after delivery is not allowed.

2.How Long Does it Take

- In order to process your return in a timely manner, please include the packing slip, the order number, and the customer's name in the package.

- If you return the order on your own, please contact customer support and provide the tracking number so we can track the shipping progress.
- After we receive the returned product, it usually takes 3-5 business days for us to process the refund.
- We will examine the condition of the product and, once approved, send you a confirmation email. The bank will then handle the rest of the refund process.
- If you don't receive the refund for a long time after the confirmation email, please check with your bank.

3. Disclaimers

- Only approved returns requests are accepted.
- xTool, at its sole discretion, reserves the right to refuse returns of any merchandise that does not meet the return requirements as outlined in the refund and return policy.
- xTool will only accept returns to the address provided to you in your return confirmation email.
- xTool will not accept any drop-off returns. All returns must be mailed.