



## ND75 QC Standard

- 1.The surface process of ND75 is anode/electrophoresis. Due to the nature of the surface process, defects (pits, trachoma, pores, bumps, etc.) from the front (viewed from above) shall not exceed 2mm,and the same plane shall not exceed three places. Three defects are allowed on the side and bottom within the visual range with a distance of  $\leq 5$ cm, and the diameter is  $< 0.9$ mm;
- 2.Under a visual distance of 30cm, there are no obvious machining marks, scratches or bumps on the exterior surface. The appearance surface allows for chamfering of the case, and there are micro-knife lines at the joints;
- 3.Inspection at a normal angle shall prevail. If inspection at a specific angle or special light will not be within the after-sales scope.
- 4.Keycap burrs and micro-defects in internal workmanship are normal, and the internal micro-defects of keyboard is normal, are not within the scope of after-sales.

## ND75 After-Sales Standard

### 【About After-Sales Service】

- 1. 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.
- 2. 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.
- 3. Refund:** Returns are not accepted for in-stock orders unless there is a product quality problem. If the customer insist to return the product with no reason, he or she must bear all the shipping costs and tax, and the shipping fee within the order will not be refunded.
- 4. Replacement:** If there is a quality problem within 15 days after receipt, the product or parts can be replaced, and the freight will be borne by the seller.
- 5. Warranty:** Enjoy 1 year warranty after purchase. During this period, for product performance failures caused by non-human damage, you can contact the customer service of the store where you purchased it for replacement service.

### 【Not in the After-Sales scope】

1. Products that exceed the specified return period (within 10 days of receipt) and have been opened without any quality issues are not eligible for returns or exchanges.
2. Any man-made damage (such as collisions, scratches, etc.) is not covered by the warranty service.
3. Damages caused by unauthorized personnel repairs (self-disassembly, repairs, alterations, etc.) are not covered by the after-sales service.