FAQ

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FAQ

About Etcher Laser

Can I cut or engrave on curved surface?

Last updated: 2019-10-03T08:49:45.000Z | Online Version

If you are dealing with curved surface, designs will be distorted naturally, but some of our users have engraved names on wooden ballpoint pens.

Etcher Laser Compatible Material List

Last updated: 2019-10-16T00:16:02.000Z | Online Version

Etcher Laser

Cutting is up to 0.06inch(1.5mm) with 1.6W model, and 0.12inch(3mm) with 3.5W model

The thickness that can be cut varies depending on the composition, density, and hardness of the material.

Wood and Acrylic

Materials	Cuts	Engraves	Notes
Basswood plywood	✔	✔	-
Birch plywood	✖	✔	-
Balsa wood	✔	✔	-
Particle board	✔	✔	-
MDF	✔	✔	-
Cork	✔	✔	-
Clear Acrylic	✖	✖	Due to the light transmissions.
Black Acrylic	✔	✔	-

Plastic and Film

Materials	Cuts	Engraves	Notes
Polyvinyl chloride (PVC)	✖	✖	Due to high toxic fumes created.
High impact polystyrene sheet	✖	✖	-
ABS sheet	✔	✔	Only colored
Polyester plates	✖	✔	Only colored
Double sided tape	✔	-	-
Decorative Films	✔	-	Only colored
Cut-out sticker	✔	-	-

Leather and Paper

Materials	Cuts	Engraves	Notes
Real leather	✔	✔	-
Artificial leather	✔	✔	Except artificial leather containing PVC
Suede	✔	✔	-
Velour	✔	✔	-
Paper	✔	✔	-
Coated paper	✔	✔	-
Cardstock	✔	✔	-
Carton	✔	✔	Cut ~0.08inch
Japanese paper(Washi)	✔	✔	-

Fabric and Felt

Materials	Cuts	Engraves	Notes
Polyester	✔	✔	Except White
Nylon	✔	✔	Except White
Cotton	✔	✔	-
Cotton	✔	✔	-
Silk	✔	✔	-
Felt	✔	✔	Except White

Metal and Glass

Materials	Cuts	Engraves	Notes
Aluminium	✖	✖	Due to the light reflacting.
Anodized aluminum	✖	✔	-
Stainless steel	✖	✖	-
Iron	✖	✖	Due to the light reflacting.
Glass	✖	✖	Due to the light transmissions.

Food and Others

Materials	Cuts	Engraves	Notes
Chocolate	✔	✔	-
Pancake	✔	✔	-
Laver	✔	✔	-
Fruit,Vegitable	✔	✔	-
Rubber	✖	✔	-
PolyStyrene Foam	✔	✔	Only Black
Carbon sheet	✖	✔	-

How much is the running cost?

Last updated: 2019-10-04T02:08:25.000Z | <u>Online Version</u>

The main running cost is electricity charges. Power Consumption is about 70W.

How do I set it up?

Last updated: 2019-10-04T02:07:34.000Z | <u>Online Version</u>

- Please set up in a safe environment
- Please set up in a well ventilated space
- Connect AC Cable and USB cable
- Install App or Desktop software

It varies by person, but including downloading and installing the software, setting up, and completing the initial test image, the average time is around 30 minutes.

What accessories will you have for it?

Last updated: 2019-10-04T01:44:30.000Z | <u>Online Version</u>

We will have a dust collector and Pedestal.

Are there different model options?

Last updated: 2019-10-03T08:58:53.000Z | Online Version

We have 2 laser power options, 1.6W and 3.5W.

What features are available?

Last updated: 2019-10-03T08:57:51.000Z | Online Version

- The ability to engrave/ cut several materials.
- Control from your PC, smartphone, tablet, and other supported devices.
- The inside camera captures the images that you want on the material.
- The bottom cover is removeable, so materials can be bigger than the machine itself!

How long does it take to cut/engrave?

Last updated: 2019-10-03T08:53:40.000Z | Online Version

The time depends on speed of laser, power of laser, and size of image.

Can I cut or engrave transparent or translucent materials?

Last updated: 2019-10-03T08:52:12.000Z | Online Version

No, the laser radiation will not interact with transparent and semi-transparent materials. It will simply pass through them.

What are the expendables?

Last updated: 2019-10-04T02:16:02.000Z | <u>Online Version</u>

The laser diode is consumable.

What would the cut surface look like?

Last updated: 2019-10-03T08:48:32.000Z | <u>Online Version</u>

Since it is cut or engraved with laser heat, the cut surface in some cases it turn out to be dark with burn.

Can I cut or engrave metals?

Last updated: 2019-10-03T08:19:41.000Z | <u>Online Version</u>

No, but it works with anodized aluminium.

I don't see my material on the list of compatible ones. How do I know if it's safe to cut or etch with Etcher Laser?

Last updated: 2019-10-03T08:16:38.000Z | <u>Online Version</u>

If you are ever unsure about whether the Etcher Laser can safely cut or etch the material you have in mind, you can send us a sample of the material and we will process it for you free of charge. For more details, click here <u>SAMPLE TEST REQUEST</u>

What type of ventilation system does it have?

Last updated: 2019-10-03T08:13:41.000Z | <u>Online Version</u>

It has a fan to direct smoke out from the machine, and you can connect a duct from the machine to your window, or you can purchase the optional Dust Collector.

What type of cooling system does it have?

Last updated: 2019-10-03T08:13:14.000Z | <u>Online Version</u>

It has a DC fan.

Is the product pre-assembled?

Last updated: 2019-10-03T08:11:19.000Z | <u>Online Version</u>

It is fully assembled and ready to use.

What are the expendables?

Last updated: 2019-10-03T07:57:44.000Z | <u>Online Version</u>

Main expendables are laser modules.
Laser module can be used for 5,000~10,000 hours on average.

What makes this technology unique?

Last updated: 2019-10-03T06:31:01.000Z | Online Version

Our unique native application and very high laser adjustment capability. Etcher Laser's removable bottom sets it apart from other lasers.

About FABOOL Laser

What would the cut surface look like?

Last updated: 2019-06-21T17:33:09.000Z | Online Version

Since it is cut or engraved with laser heat, the cut surface in some cases it turn out to be dark with burn.

FABOOL Laser Compatible Material List

Last updated: 2019-10-16T00:15:26.000Z | Online Version

FABOOL Laser Mini

Cutting is up to 0.08inch(2mm) with 1.6W model, and 0.15inch(4mm) with 3.5W model

The thickness that can be cut varies depending on the composition, density, and hardness of the material.

Wood and Acrylic

Materials	Cuts	Engraves	Notes
Basswood plywood	✔	✔	-
Birch plywood	✖	✔	-
Balsa wood	✔	✔	-
Particle board	✔	✔	-
MDF	✔	✔	-
Cork	✔	✔	-
Clear Acrylic	✖	✖	Due to the light transmissions.
Black Acrylic	✔	✔	-

Plastic and Film

Materials	Cuts	Engraves	Notes
Polyvinyl chloride (PVC)	✖	✖	Due to high toxic fumes created.
High impact polystyrene sheet	✖	✖	-
ABS sheet	✔	✔	Only colored
Polyester plates	✖	✔	Only colored
Double sided tape	✔	-	-
Decorative Films	✔	-	Only colored
Cut-out sticker	✔	-	-

Leather and Paper

Materials	Cuts	Engraves	Notes
Real leather	✔	✔	-
Artificial leather	✔	✔	Except artificial leather containing PVC
Suede	✔	✔	-
Velour	✔	✔	-
Paper	✔	✔	-
Coated paper	✔	✔	-
Cardstock	✔	✔	-
Carton	✔	✔	Cut ~0.08inch
Japanese paper(Washi)	✔	✔	-

Fabric and Felt

Materials	Cuts	Engraves	Notes
Polyester	✔	✔	Except White
Nylon	✔	✔	Except White
Cotton	✔	✔	-
Cotton	✔	✔	-
Silk	✔	✔	-
Felt	✔	✔	Except White

Metal and Glass

Materials	Cuts	Engraves	Notes
Aluminium	✖	✖	Due to the light reflacting.
Anodized aluminum	✖	✔	-
Stainless steel	✖	✖	-
Iron	✖	✖	Due to the light reflacting.
Glass	✖	✖	Due to the light transmissions.

Food and Others

Materials	Cuts	Engraves	Notes
Chocolate	✔	✔	-
Pancake	✔	✔	-
Laver	✔	✔	-
Fruit,Vegitable	✔	✔	-
Rubber	✖	✔	-
PolyStyrene Foam	✔	✔	Only Black
Carbon sheet	✖	✔	-

FABOOL Laser CO2/DS

CO2: Cutting is up to 0.39inch (10mm)
DS: Cutting is up to 0.59inch (15mm)

The thickness that can be cut varies depending on the composition, density, and hardness of the material.

Wood and Acrylic

Materials	Cuts	Engraves	Notes
Veneer	✔	✔	-
Balsa wood	✔	✔	-
Particle board	✔	✔	-
MDF	✔	✔	-
Cork	✔	✔	-
Clear Acrylic	✔	✔	-
Black Acrylic	✔	✔	-

Plastic and Film

Materials	Cuts	Engraves	Notes
Polyvinyl chloride (PVC)	✖	✖	Due to high toxic fumes created.
High impact polystyrene sheet	✔	✔	Cut ~0.19inch
ABS sheet	✔	✔	Cut ~0.19inch
Polyester plates	✔	✔	Cut ~0.19inch
Double sided tape	✔	-	-
Decorative Films	✔	-	-
Cut-out sticker	✔	-	-

Leather and Paper

Materials	Cuts	Engraves	Notes
Real leather	✔	✔	-
Artificial leather	✔	✔	Except artificial leather containing PVC
Suede	✔	✔	-
Velour	✔	✔	-
Paper	✔	✔	-
Coated paper	✔	✔	-
Cardstock	✔	✔	-
Carton	✔	✔	-
Japanese paper(Washi)	✔	✔	-

Fabric and Felt

Materials	Cuts	Engraves	Notes
Polyester	✔	✔	-
Nylon	✔	✔	-
Cotton	✔	✔	-
Silk	✔	✔	-
Felt	✔	✔	-

Metal and Glass

Materials	Cuts	Engraves	Notes
Aluminium	✖	✖	-
Anodized aluminum	✖	✔	-
Stainless steel	✖	✖	-
Iron	✖	✖	-
Glass	✖	✔	-

Food and Others

Materials	Cuts	Engraves	Notes
Chocolate	✔	✔	-
Pancake	✔	✔	-
Laver	✔	✔	-
Fruit,Vegitable	✔	✔	-
Rubber	✔	✔	Cut ~0.08inch
PolyStyrene Foam	✔	✔	-
Carbon sheet	✔	✔	-

What kind of accessories I need to buy and install ?（DS）

Last updated: 2019-09-12T06:12:53.000Z | Online Version

You can make DS works with no accessories, BUT you will need flame dumper at least. Because without it, your material will be burnt and cause fire. Unless you have it on your own, we would ask you to buy it.

About proof of possession.（CO2/DS）

Last updated: 2019-09-12T06:20:25.000Z | Online Version

Our condenser surface is coated so you do not have to get a proof of possession.

About disposal.（CO2/DS）

Last updated: 2019-09-12T06:20:36.000Z | Online Version

We do not offer collecting service of condenser at this point. Please contact a waste service company for disposal.

Does FABOOL Laser emit odor or smoke?

Last updated: 2019-09-12T06:28:35.000Z | <u>Online Version</u>

Laser cutter uses heat to melt and burn the material so depending on the material, it emits smoke and odor.

FABOOL Laser Mini

Please ventilate the room.

FABOOL Laser CO2/DS

Please use the exhaust fan kit which is an optional product.

Do you provide after-sale services?

Last updated: 2019-09-12T06:41:22.000Z | <u>Online Version</u>

Yes, of course! We are more than happy to assist you until you are done with the machine! (hopefully it never comes!) We are providing you life-time supports, so please do not hesitate to contact us via contact form or <u>support@smartdiys.cc</u> whenever you need help.

What is the warranty period?

Last updated: 2018-04-18T06:45:54.000Z | <u>Online Version</u>

30 days after delivery is the warranty period. If there are any initial failures during this period, please contact us via contact form.

Can I customize FABOOL Laser Mini?

Last updated: 2018-04-18T06:44:47.000Z | <u>Online Version</u>

You can customize it by utilizing optional parts. Please note that we do not bear any responsibilities for damages and accidents caused by customizing.

What are the extension options available? (Mini)

Last updated: 2019-09-12T04:43:39.000Z | <u>Online Version</u>

Please see <u>"Optional Extension Parts for FABOOL Laser Mini"</u>.

How much is the running cost?

Last updated: 2019-09-12T07:47:03.000Z | Online Version

FABOOL Laser Mini

Main running cost is electricity charges. Power Consumption is about 30W.

FABOOL Laser CO2

Main running cost is electricity charges. Power Consumption is as listed below.
- CO2 Body : 220W
- Exhaust Fan Kit : 30W
- Flame Damper Kit : 20W

FABOOL Laser DS

Main running cost is electricity charges. Power Consumption is as listed below.
- DS Body : 250W
- Exhaust Fan Kit : 30W
- Flame Damper Kit : 20W

What is the necessary maintenance?

Last updated: 2019-09-12T04:48:44.000Z | Online Version

FABOOL Laser Mini

The lens of laser module gets dirty sometimes. Please wipe the lens with a cloth occasionary.

FABOOL Laser CO2/DS

You would need to wipe lenses off regularly, and whenever you move the equipment you would need to adjust the optical axis. These are something that you can maintain by yourself.

Can I buy only broken or depleted parts separately?

Last updated: 2019-06-21T17:31:36.000Z | <u>Online Version</u>

Yes, please contact us via contact form.

What are the expendables?

Last updated: 2019-09-12T05:24:42.000Z | <u>Online Version</u>

FABOOL Laser Mini

Main expendables are laser module and timing belt. Laser module can be used for 5,000~10,000 hours on average.
Laser module and timing belt can be purchased at our online shop.

FABOOL Laser CO2/DS

Expendables are laser tube, reflection mirror, condenser (ZnSe), and timing belt. Laser tube can be used for 5000~7000 hours on average.

you can purchase these items, so please contact us via contact form or<u>support@smartdiys.cc</u> in case you need price list.

Do I have to buy the Safety Cover?（Mini）

Last updated: 2019-09-12T05:25:23.000Z | <u>Online Version</u>

We recommend to use safety cover, but you do not have to buy one sold at our website; you can also prepare one on your own.

Is it safe to cut or engrave with laser?

Last updated: 2018-04-18T06:33:12.000Z | Online Version

Similarly to other machineries, FABOOL Laser Mini requires careful handling.
We promote the following safety measures to improve customers' safety.
- Providing protection glasses that protects customers' eyes from laser. (Included in the initial kit)
- System that stops laser to radiate when the laser cutter and engraver is lifted from the surface.
- Promoting the use of safety cover that automatically stops laser radiation when the door is opened.

How loud would it be when operating the machine and optional products? （CO2/DS）

Last updated: 2019-09-12T06:33:35.000Z | Online Version

The main cause of noise is the compressor of Flame Damper Kit. Maximum noise level is about 80 dB according to the test done at our company.

The compressor of Flame Damper is necessary item for CO2/DS, so please do not use DS without it.

Can I cut or engrave on curved surface?

Last updated: 2018-04-18T06:08:20.000Z | Online Version

If you are dealing with curved surface, designs will be distorted naturally, but some of our users have engraved names on wooden ballpoint pens.

What is the maximum height limit of working object?

Last updated: 2018-04-18T06:07:49.000Z | <u>Online Version</u>

Height limit is 40mm.

How thick can it cut?

Last updated: 2019-09-12T05:41:29.000Z | <u>Online Version</u>

FABOOL Laser Mini

1.6W: 2mm
3.5W: 4mm

FABOOL Laser CO2

10mm

FABOOL Laser DS

15mm

The thickness that can be cut varies depending on the composition, density, and hardness of the material.
For more detail, please see the list of processable materials.

Can I cut or engrave metals?

Last updated: 2018-04-18T06:06:28.000Z | <u>Online Version</u>

No, because reflection rate of metal is high.

Can I cut or engrave transparent or translucent materials?

Last updated: 2019-09-12T05:43:45.000Z | <u>Online Version</u>

FABOOL Laser Mini

No, because transparent and semi-transparent materials transmit the laser radiation.

FABOOL Laser CO2/DS

You can cut or engrave transparent or semi-transparent materials made of acrylic and similar materials.

How precise can it cut / engrave?

Last updated: 2019-09-12T05:48:31.000Z | <u>Online Version</u>

Precision depends on your assembly so there is no general answer here, but for your reference following is the spot diameter of laser and minimum step size of xy-axis timing belt:

FABOOL Laser Mini

- spot diameter of laser: about 0.2mm
- minimum step size of timing belt: about 0.186mm

FABOOL Laser CO2/DS

- spot diameter of laser: about 0.2mm
- minimum step size of timing belt: about 0.125mm

We are more than happy to cut or engrave for sample purpose with material and data of your choice so please contact us via contact form.

How long does it take to engrave?

Last updated: 2018-04-18T06:01:44.000Z | <u>Online Version</u>

It largely depends on the design you are engraving. We will cut or engrave for sample purpose with material and data of your choice so please contact us via contact form.

How long does it take to cut?

Last updated: 2019-09-12T05:55:01.000Z | <u>Online Version</u>

It depends on the material, thickness, and setting environment, but for example, the time taken to cut an 8 cm 2 mm basswood plywood is as follows:

FABOOL Laser Mini

- 1 minute

FABOOL Laser CO2/DS

- 4 seconds

We will cut or engrave for sample purpose with material and data of your choice so please contact us via contact form.

Do I need tools for assembly?

Last updated: 2019-09-12T06:04:20.000Z |

FABOOL Laser Mini

No, all the necessary tools are included in the package so you don't have to prepare any tools.

FABOOL Laser CO2

Please see the manual.
(http://www.smartdiys.cc/manual/fabool-laser-co2/)

FABOOL Laser DS

Please see the manual.
(http://www.smartdiys.cc/manual/fabool-laser-ds-ver2-before-starting/)

How long does it take to complete assembly?

Last updated: 2019-09-12T06:06:33.000Z |

FABOOL Laser Mini

It depends on your skill, but normally it takes about 3~5 hours.
(According to test does at our company.)

FABOOL Laser CO2

It depends on skill of users, but it will take at least 15~20 hours.

FABOOL Laser DS

You wouldn't be able to assemble by yourself so please start with 2 to 3 people at least. It depends how if you are familiar to this type of things but normally it takes from like a couple of days to a week.

What do I need to prepare for processing?

Last updated: 2019-09-12T06:08:10.000Z | <u>Online Version</u>

You have to have a PC and internet connection.

FABOOL Laser Mini

If you are not using the Safety Cover (optional product), please place a wooden board or metal plate to protect the table.

Should I place something underneath the processor?（**Mini**）

Last updated: 2019-09-12T06:13:54.000Z | <u>Online Version</u>

If you are using the Safety Cover (optional product), you don't have to prepare anything else, but if you are not using it, please place a wooden board (thickness 4 mm+) or a metal plate to protect the table.

Is there anything to be careful about operating environment?

Last updated: 2018-04-18T05:45:48.000Z | <u>Online Version</u>

Some materials emit smoke or odor. In that case please ventilate the room.

Do I need specific skills or knowledge to assemble?（Mini）

Last updated: 2019-09-12T06:16:21.000Z | Online Version

No, you do not need specific skill or knowledge. All you need is a hexagon wrench which is included in the package. If you need assistance, please see the troubleshooting or contact us via email.

What else besides the machine do I need to operate?（CO2）

Last updated: 2019-09-12T06:13:19.000Z | Online Version

Please purchase the following products if you do not have substitutes already.
*Click the links to see the description and prices of products.
- Cooling System for Laser Tube (Laser tube must to be cooled during operation.)
- Exhaust Fan Kit
- Flame Damper Kit
Products for easier operation and cutting/engraving. (Not required)
- Positioning Kit
- Button for Optical Axis Adjustment

Do I have to purchase optional products from smartDIYs?

Last updated: 2019-09-12T06:35:15.000Z | Online Version

We recommend to use our genuine products, but you can also use the ones you prepared.

About Software

What is SmartDIYs Creator

Last updated: 2019-11-11T06:13:27.000Z | <u>Online Version</u>

SmartDIYs Creator is a control software dedicated to laser cutter of smart DIYs.
It is free software to control the device by setting the editing function such as size and angle of processing data, duplication, etc. and parameters (speed, output, number of processing) at the time of processing.
Also, it is the latest software that has added various functions requested by FABOOL Desktop and reviewed multiple specifications.

- User dictionary function of parameters
- Text creation function
- Correction function of a processing machine
- Addition hatching pattern
- Reduction of axis deviation at the time of hatching processing
- Quality improvement of raster processing
- Improvement of operability

What software should I use to create processing data?

Last updated: 2018-04-18T10:37:28.000Z | <u>Online Version</u>

You can create processing data with Adobe Illustrator, Inkscape (free software) or other external softwares. Save the data in either SVG or DXF file to import to our software. Other image data can be imported directly to our software.
Please see online manual for more detail about software, how to use, and importable data conditions.

What is the importable type of data?

Last updated: 2019-09-12T05:28:34.000Z | Online Version

png, jpeg, jpg, bmp, gif, tiff, tif, svg, dxf

What are the supported OS and spec?

Last updated: 2018-04-18T05:36:11.000Z | Online Version

These are the supported OS:
Windows7、Windows8、Windows8.1、Windows 10、Mac OS X

What software should I use to operate the machine and to create processing data?

Last updated: 2019-05-29T05:46:10.000Z | Online Version

Please use the SmartDIYs Creator you by downloading from our website.

Orders/Payment/Shipping

I want to change my order.

Last updated: 2019-09-12T06:57:02.000Z | Online Version

Please contact us via contact form. We accept changes on orders only before shipping.

Is there a warranty?

Last updated: 2020-03-24T07:27:19.000Z | <u>Online Version</u>

30 days warranty

In the event of initial failure, defects, etc. due to a lack of necessary information from our company or an issue with the machine itself within the first 30 days of receiving your product, we will repair or replace the defective parts free of charge.

6 months warranty

If failures or defects occur within the first 6 months of receiving your product, contact support within that time and we will repair free of charge and replace the defective parts for compensation. Please note that you are responsible to pay for replacement parts, shipping and handling.

After 6 months

If failures or defects occur after the first 6 months of receiving your product, contact support within that time and we will repair and replace the defective parts for compensation. Please note that you are responsible to pay for repair expense, replacement parts, shipping and handling.

However, we do not warrant against normal wear and tear, items consumed or expended by their normal use, product misuse, accidental damage, or damage caused by modifications to the product. Modification of the hardware or accessories, including but not limited to replacing parts, making permanent cosmetic changes to the machine, replacing the software or firmware, or other unauthorized changes voids this warranty policy.

You must obtain prior authorization for your warranty claim before shipping any products and parts to us. To obtain service, contact our customer support.

Examination and repair fee

	Examination repair fee	Replacement Parts	Shipping Handling fee
30 days of receiving	Free	Free	Free
6 months of receiving	Free	As per part cost	Customer paid
After 6 months	$40/hour	As per part cost	

I live in the United States. Do I need to pay duty ??

Last updated: 2018-06-04T06:04:08.000Z | Online Version

No, if you live in the united states, your items will be shipped from our U.S facility, so no need to be worried about it!

Can I make a purchase at public expense?

Last updated: 2019-09-12T06:55:05.000Z | Online Version

Yes, please contact us via contact form for more detail.

Do you have specific distributors?

Last updated: 2019-09-12T06:55:17.000Z | Online Version

No, we do not have specific distributors or agencies at this point.

Can I get discounts if I buy multiple units at once?

Last updated: 2019-09-12T06:55:30.000Z | Online Version

It will depend on the quantity of your purchase so please contact us via contact form.

Do you have a wholesale price?

Last updated: 2019-09-12T06:55:43.000Z | Online Version

No, we do not have a wholesale price.

How do I place an order?

Last updated: 2019-09-12T06:55:56.000Z | Online Version

You can place an order at "Shop" on our web site or via email. Please send us an email from contact form.

Can I return the product?

Last updated: 2019-09-12T06:56:12.000Z | Online Version

We do not accept returns except for the exchanges of initial part failures.

There was an initial failure on parts.

Last updated: 2019-09-12T06:56:38.000Z | <u>Online Version</u>

Please contact us via contact form. We will make sure which part is defective and take appropriate responses such as exchange or refund.

I placed an order, but want to cancel it.

Last updated: 2019-09-12T06:56:50.000Z | <u>Online Version</u>

Please contact us via contact form. We accept changes on orders only before shipping.

Is there a settlement price?

Last updated: 2018-08-10T00:58:29.000Z | <u>Online Version</u>

Please note that there is no settlement price.

Can I pay with my credit card ??

Last updated: 2018-06-04T05:57:21.000Z | Online Version

We do not accept credit card for personal purchase. If you want to buy for your school or company, not for personal we can accept it. For more details, please contact our customer support; support@smartdiys.cc

In case paypal is not working in your country, we can accept your credit card even for your personal use. Please contact our customer support; support@smartdiys.cc

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When will my package be shipped out ??

Last updated: 2018-06-01T08:40:19.000Z | Online Version

We will make your shipping arrangement within 5 business days from your order date.

You will get tracking information after your package leaves from our facility.

I need a estimate / quotation / invoice / delivery slip.

Last updated: 2018-04-17T06:18:55.000Z | Online Version

For estimate, quotation, or invoice, please send us an email at support@smartdiys-us.zendesk.com with product name, product code, and the number of product. If you need a delivery slip, please send us an email.

I need a receipt for an order I've placed.

Last updated: 2018-04-17T06:12:46.000Z | <u>Online Version</u>

If you are ordering via email, please write in the email that you need a receipt. If you are ordering from our website, please write in the "Other Inquiry" on the purchase page that you need a receipt and an addressee. We will send it to you along with the product.

How do I know the stock status?

Last updated: 2018-04-17T06:12:04.000Z | <u>Online Version</u>

Please see <u>"Shop"</u> for the stock status.

Who pays the duties?

Last updated: 2018-04-17T06:11:17.000Z | <u>Online Version</u>

Your order may be subject to customs and duties (taxes) that are payable, by you, upon receipt of the order. Unfortunately, we have no control over these charges nor are we able to estimate their amount as they vary from country to country. You may want to check with your local Customs Department for more information or for an estimate of these charges.

How much does it cost to ship overseas?

Last updated: 2019-11-11T06:31:38.000Z | <u>Online Version</u>

Shipping and handling charges for overseas orders are based on the destination country and the total weight of the order. Please note that the prices we quote do not include any customs or duty charges applicable to your order. please contact us via contact form for more detail.

I placed an order, but have not received a confirmation email.

Last updated: 2018-04-17T06:09:34.000Z | <u>Online Version</u>

You should receive an email confirming your order shortly after you've placed it. If you don't receive that email, please check your spam folder and see if you can locate it. If you have not received a confirmation email, it is either order has not been completed yet or the email address you entered is wrong. Please contact us from the contact form.

How do I place an order?

Last updated: 2018-04-17T06:08:06.000Z | <u>Online Version</u>

You can place an order at <u>"Shop"</u> on our web site or via email.

I have not received a confirmation email of shipping.

Last updated: 2018-04-17T06:04:32.000Z | <u>Online Version</u>

Sometimes it takes time to ship after receiving an order. If you do not receive a confirmation email after the estimated shipping data listed above, the email address you entered might be wrong so please contact us from the contact form.