

How to Request a Warranty

If you have an issue with the item, please contact us via our customer support email at **service@x-sense.com**. Please carefully follow our warranty process to minimize any delays:

1. Provide the product order ID assigned to your purchase.
2. Describe the problem with your item in detail: What happened? When? How? Please also state your full order number and product code (SKU number).
3. Tell us what steps you have already taken to resolve the issue.
4. Send a clear photo or video showing the defect(s); these should be taken under good lighting.

Note: Photos/videos should ideally be clear and focused, taken under good lighting conditions, and from a close to medium distance. This allows us to identify and verify the issue(s). We will always do our very best to help you. Thank you for providing all the information stated above in advance.

5-Year Worry-Free Warranty

All products purchased from this site (our official website) are covered by our "5-Year Worry-Free Warranty".

Warranty Claims for Quality-Related Issues

1. All quality-related defects on items sold directly by X-Sense are covered by an extensive warranty, starting from the date of purchase.
2. For quality-related warranty claims, we will send a new replacement to you after we verify that you received a broken or defective one. It may be necessary to return the item for quality inspection.

Process:

1. The customer must provide sufficient proof of purchase.
2. X-Sense must document what happens when the customer troubleshoots the product.
3. The defective item's serial number and/or visible proof depicting the defect are required.

Valid Proof of Purchase:

1. Order number from online purchases made through X-Sense;
2. Receipt of payment;
3. Purchase invoice.

Please note that more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to).

Not Covered Under Warranty:

- Products without sufficient proof of purchase;
- Lost or stolen products;
- Products whose warranty period expires;
- Non-quality-related issues (after 60 days of purchase);
- Free products;
- Repairs through 3rd parties;
- Damage from outside sources;
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly);
- Purchases from unauthorized re-sellers.

60-Day Return and Refund Policy

If you return an item without obtaining our approval, you will not be eligible for a refund.

If you wish to return a product purchased from X-Sense, please contact us at service@x-sense.com within 60 days of delivery. Please note that we cannot issue refunds for orders after 60 days of being delivered. If your return meets our policy, we will assist you with returning the item for a refund, which will be credited to your original method of payment.

1. The returned product must be free of any physical and visible damage, and include all original materials, i.e. original packaging, manuals, and accessories. If the product cannot be resold, no refund will be given.
2. Please return within 7 days after receiving the designated return address, and send an email to provide the tracking number. The refund request will be processed within 3-10 business days after the warehouse receives the returned items and confirms the usage.
3. For the return request, X-Sense is not responsible for lost packages due to the carrier in return transit, or products received that cannot be verified.

4. If a customer wishes to return a product after receiving the package, the customer will be responsible for paying the return shipping fee. However, if the customer does not receive the package, he/she should contact us at service@x-sense.com to initiate a return request and reject the package. In such a case, no return fee will be added. Please note that customs duty may apply to cross-border deliveries, and the customer is responsible for paying any associated duty.

Our refund policy follows the following criteria:

100% refund within 30 days of delivery.

80% refund within 45 days of delivery.

60% refund within 60 days of delivery.

No refund will be given for orders after 60 days of being delivered.