

Zii Returns Packing Guidelines

1. Careful Packing for Return Item

Careful packing is important to ensure the item to be returned reaches at the Service Center safely and with no damage during the shipping process. Damages incurred during shipping will be borne by the Customer. It will also result in a void warranty. Please refer to Warranty Return Policy for details.

2. Packing Materials

For Dead-on-Arrival (DOA) warranty return case, enclose the item and accompanying accessories in its original packaging before packing in the shipping box.

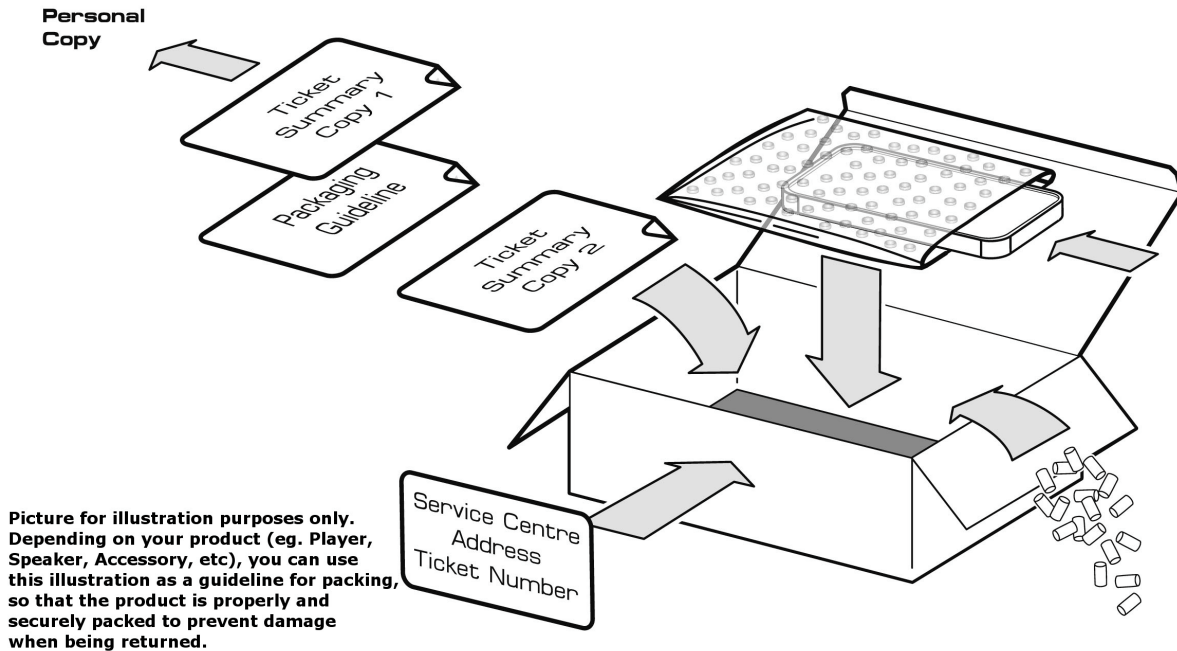
For other warranty return case, purchase the required packing materials, as recommended in this packing guide, from a Post Office or third party vendors. It is not necessary to enclose the original packaging.

3. Return Only the Necessary

Return ONLY the item stated in the warranty return ticket. Other items included with the return package WILL NOT be returned or replaced. Check the FAQs for the items that need to be returned for DOA, RMA, Warranty-Void and Warranty-Expired cases.

4. Returning Multiple Items

If you are returning multiple items to the same Service Center, consolidate the items with their corresponding tickets in a single package.



STEP 1 - PRINT IT

- Print 1 copy of the Packing Guideline for reference when packing your item.
- Print 1 copy of the Label with Service Center Address and Ticket, at the Ticket Summary page.
- Print 2 copies of the Ticket Summary page. Put 1 copy into the box with the item to be returned and keep the other copy for your reference.

STEP 2 - WRAP IT

- For fragile electronic item, use a strong packing tape to individually wrap item in protective, cushioning materials such as bubble wrap and foam. This is to provide optimal protection against damage during shipping.
- For small, non-fragile item that is not easily damaged, use bubble wrap or padded envelope for shipping.
- For bulky and heavy item, like speakers, wrap the item in more layers of bubble wrap or other protective materials before enclosing in the shipping box.

STEP 3 - BOX IT

- Select a hard, sturdy box slightly larger than the wrapped item. Place the item in the box and fill up empty space with packing peanuts, crumpled paper and such snugly enclosing the wrapped item. The box should not rattle when shaken.

STEP 4 - SEAL IT

- Use strong packing tape. Tape vertically and horizontally across the top and bottom flaps to secure the box and to discourage tampering. Reinforce the box with packing tape and secure all openings on the box.

STEP 5 - LABEL IT

- Paste the printed label with Service Center Address and Ticket Number visibly displayed on the box exterior. If you have no access to a printer, write the address and ticket number clearly on the box.

STEP 6 - SEND IT

- Choose a delivery system of your preference. Use a Courier Service or visit the local Post Office to arrange for the item to be sent to the Service Center. The item should reach the Service Centre within 10 calendar days of the warranty ticket issue date.
- It is recommended that you use a track and trace facility, where available, such that your item reaches the Service Center. Customer is responsible for item during shipping transit to the Service Center.