

We **PRECISE HYPER IMAGE OPTICS (SZ) LTD** as the manufacturer of precision optics and components, we try our best to do the things for the following principles:

1. We manufacture qualified optics.
2. Reasonable price for a mutual beneficial cooperation.
3. Your order will be delivered on time.

QUALITY GUARANTEE

when it comes to the quality, we have the strict QC and QA, inspection sheet as required. If there are any questions for the products which cannot reach your specification or requirements as we agreed, or do not match with the quality of the samples we have sent. We will redo the job at our cost. We will make the products as you want in a qualified way within 25 days (Typically). If we cannot make the things you want as your order description or not the exact things as you want, we will refund your payment. However, we just accept the reasonable claim for this after our checking of the products. If for the delivery reason of the damage, we need to discuss according to the real situation, typically, we will redo the products for the customer in our cost.

OUR RETURN POLICY

In order to make sure the BUYERS in completely satisfaction, we can accept the returning of the defect parts (within 30days after the items delivery, special conditions based on two parties agreement, PHYO can prolong the period range), and all PHYO asked as follows:

- Please contact with info@phyoptics.com for defect situation, or BUYERS can contact with the PHYO sales who responsible to contact with the BUYERS or the local office or representatives if any in your area.
 - Return the defect parts with the contracts or PO reference. Freight covered by PHYO.
 - Final agreement made by PHYO and BUYERS to decide whether refund the payment or make the new qualified items.
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- For quality reason, after the confirmation, just send us the products back, and we will redo the product in an qualified way within 25 days(Typically).
 - For failed in making your order, we will refund your money unconditionally
 - Customized products for samples case cannot be returned if the samples are not for free
 - Here the “qualified” refers to the specification or requirements we agreed before time. If for your side reason that given the wrong specification, we cannot make the refund or redo with our cost.
 - For delivery reason, the company will afford the damage if without specified.