

Exchange

1. Exchange of merchandise will not be accepted without a valid receipt.
2. Merchandise can be exchanged twice.
3. Merchandise will be exchanged to the item(s) at the same value; for those exchanging item(s) that have higher face value than the original merchandise, you will be responsible for the payment of price difference(s); no refund for difference(s) of price if you exchange to the item(s) that the face value is lower than the original merchandise.
4. Exchange will not be accepted after 14 days from the date of delivery or 7 days after first exchange.
5. Exchange must be made at ECT EICHI TECHNOLOGY INTERNATIONAL LIMITED Service Center.
6. Exchange will not be accepted on items in any way damaged, altered or modified.
7. Merchandise for exchange must be in good and new condition (ie no scratch, crack or dent, etc.).
8. Full packaging is required when exchange.
9. Exchange will be applied to online sales on ECT EICHI TECHNOLOGY INTERNATIONAL LIMITED official website only.
10. No refund will be accepted.

Note 1: The customer accepts our terms as above upon purchase of our distributed products online. ECT reserves all the right to the interpretation and explanation to the terms of exchange.

Note 2: Exchange is **NOT** applicable to eartips, demo clearance items, MQS albums, custom made earphones, Astell&Kern x BlueNote Limited Edition Package and Final Inc. Make Series earphones

Free shipping under below condition

1. Deliver to Hong Kong: any purchase (including Island districts)
2. Deliver to Macau: any purchase over \$300

Note 1: ECT bears no liability for any loss or damage in transit.

Note 2: Free shipping to Macau is **NOT** applicable to Astell&Kern x BlueNote Limited Edition Package