

QTG Shipping and Delivery Policy



GENERAL SHIPPING INFORMATION

PRODUCT DISTRIBUTION

QTG makes every effort to protect the interest of her partners whom had been granted exclusive rights by us.

As part of our obligation, we will not sell our products to any party who may pose direct competition to our exclusive partners. Any unauthorized resale or redistribution of QTG products is strictly prohibited.

ORDERS PROCESSING

QTG will evaluate all order requests submitted based on its sole discretion. QTG reserves the right to cancel any order without prior notification should the order be deemed as against QTG's product distribution policy. Any payment made shall be refunded to the buyer according to Paypal's currency conversion policy.

QTG is closed on weekends and public holidays. All order requests submitted on weekends and public holidays will be processed on the following working day. A confirmation email will be sent to the customer upon acceptance of order by QTG.

PRODUCT SHIPMENT

Shipping is based on incoterms CPT. Freight cost by courier service named by QTG is sponsored out of goodwill. Alternative arrangements such as shipping preferences, cancellation of orders and/or change in shipping address after confirmation will be subjected to additional charges. QTG is committed to ship our products within 1 week upon the acceptance of order. During peak periods surrounding holidays, an additional 3-5 days may be needed to process your orders due to an increase in volume. We will do our best to ensure that your product is delivered to you in the shortest possible time. Once your order has been shipped, a shipping confirmation with a tracking number will be sent to you via the email address provided. You are encouraged to save a copy or print out this email to track the shipment. QTG shall not be responsible for any lost or stolen packages.

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CANCELLATIONS

Please review your orders carefully before submitting them. Once the order has been processed, cancellation of an order will result in a penalty, subjected to QTG's discretion.

REFUND AND EXCHANGE

Refunds will not be given unless the product is deemed to have failed quality standard benchmarks and other associated conditions on a case-by-case basis. An exchange may be granted on compassionate grounds if the product is returned in its original saleable condition, subjected to QTG's discretion. All additional associated costs incurred from such transactions shall be borne by the buyer.

PRICE AND TAX

All prices are displayed and billed in US dollars for all orders. The exchange rate at point of sale is in accordance to PayPal's currency conversion policy. Please review your order carefully prior to the submission. When ordering from qtg.com, you are responsible for assuring that the product can be lawfully imported to the destination country. The recipient (importer of record) must comply with all laws and regulations of the destination country. Shipments made within Singapore are subjected to Goods and Services Tax (GST). Shipments made outside of Singapore may be subjected to import taxes, customs duties and any other associated fees levied by the destination country. These fees levied upon the arrival of the shipment at the destination country shall be borne by the recipient. Any additional charges required for custom clearance must be fulfilled by the recipient. QTG does not have control over these charges and neither can she predict what they may be. Custom clearance procedures may cause unexpected delays beyond QTG's original estimated delivery time. As custom policies may differ between countries, you should always contact your local customs for more information.

Note:

Some custom offices require the importer of record to provide a particular form of identification before releasing a shipment. This identification may be in the form of an Identification Number, CPF, or Tax ID. Countries that require such an identification number include (but not limited to): Brazil, Chile, China, Ecuador, India, Israel, Peru, Qatar, South Africa, South Korea, Taiwan and Turkey.

QUALITY ASSURANCE

QTG makes every effort to ensure that quality controls are in place for all products. It is recommended that you follow the guidelines enclosed in the package. If you require further assistance on our products, please do not hesitate to contact info@qtg.com.

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DAMAGE AND PRODUCT WARRANTY REDEMPTION

The product warranty for all products and part types is 6 months from the date of shipment. The buyer shall arrange shipment of the products to and from QTG Singapore's office for warranty redemption. QTG will at its sole discretion, repair or replace the failed component with a new or refurbished unit. Warranty for repaired parts shall be the longer of 3 months from the date of shipment or the original warranty date.

Warranty shall not cover operational wear and tear, cosmetic defects, damages caused by external causes, or by improper handling and operation. Unauthorized altered products are also excluded from warranty coverage.

Warranty is limited to the parts distributed by QTG only. The buyer shall be responsible for the incorporation of any QTG's products into buyer's operations setup; QTG shall not be hereby liable for any damages of buyer's setup arising from the failure of our products.

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