

Mail-In Service Q&A

1. Cost Responsibility

1.1 Within Warranty: Customers are responsible for shipping the device to SEUIC (no cash-on-delivery accepted), and SEUIC covers return shipping after repair.

1.2 Out of Warranty (Expired or Non-Covered Repairs):

1.21 If customer agrees to the repair quote: Customer covers shipping, material, and labor costs. Pricing is based on SEUIC's official service quotation.

1.22 If customer declines the repair quote: Customer covers round-trip shipping (to SEUIC and back).

2. Mail-In Instructions

Please include a note with a description of the issue and return information. (Missing, unclear, or incomplete shipping details may delay repair processing.)

3. Mail-In Service Centers

3.1 Nanjing Repair Center:

Contact: SEUIC After-Sales Department

Phone: +86 181 1449 5593 (for receiving only)

Address: 5th Floor, Building 4, Zhicheng Park, No.6 Zhida Road, Pukou District, Nanjing

3.2 Guangzhou Repair Center

Contact: SEUIC South China Repair Center

Phone: +86 180 2749 1034

Address: Room 2-302, No.8 Doutang Road, Yonghe Street, Huangpu District, Guangzhou

3.3 Chengdu Repair Center

Contact: SEUIC Southwest Repair Center

Phone: +86 191 8098 8701

Address: 2nd Floor, B13-2, Perception IoT Industrial Park, No.777 Huafu Avenue Section 4, Shuangliu District, Chengdu

3.4 Beijing Repair Center

Contact: SEUIC North China Repair Center

Phone: +86 182 1082 5325

Address: 3rd Floor Seuic, Building A, No.6, Liandong U-Valley International Enterprise Port,

Panggezhuang Town, Daxing District, Beijing