

Terms and Conditions

At Quantex Technology (Quantex), we strive to serve our customers fairly and professionally. Below are our Terms and Conditions as they relate to all Quantex Products Limited Warranty:

Limited Warranty

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period. The Warranty will vary based on Product.

Storage Devices: "SSD drives" and "memory modules" are 1-5 years Limited Warranty

Quantex Technology Devices: "Laptops and minicomputers" 1 year Limited Warranty, "LCD mobile phone replacement screens" 6 months Limited Warranty, "Mobile Phones" 1 year Limited Warranty.

Quantex Battery: All "Battery Products" have a 1 year Limited Warranty.

Quantex Displays: "Displays" have a 1-2 year Limited Warranty.

Quantex Lighting: All Quantex Lighting and Solar products will have terms based on designated Warranty period. The Warranty may vary based on products or manufacturing requirements.

During the Warranty Period, Quantex Lighting will repair or replace, at no charge, product or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

Quantex Lighting will either repair the product at no charge, using new or refurbished replacement parts, or replace it.

The Customer is required to pay for shipping the product back to Quantex Lighting either in the US or to China based on the discretion of Quantex Lighting. Quantex Lighting will pay for the shipping back to the customer.

There will be No Refunds on products, only replacements. It is however, at the discretion of Quantex Lighting to provide a refund if Quantex Lighting is not able to replace the product.

A replacement Physical Good or part assumes the remaining warranty of the original Physical Good from the date of the replacement or repair.

This Limited Warranty does not cover any problem that is caused by: Conditions, malfunctions or damage not resulting from defects in material or workmanship.

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To obtain a warranty service, you must first contact us to determine the problem and the most appropriate solution for you. You must receive an RMA number with instructions from us before you can return the product to us.

In the event of a issue by the customer with a product, Quantex Lighting may select its own independent technician to review whether the product does indeed have an issue. If it is determined that there is an issue, Quantex Lighting will replace the defective product only after receiving back from the buyer, the defective products.

As a general rule, for defective products that fall within 0.5% to 1% defect, Quantex Lighting may replace those products. If the amount exceeds that, Quantex Lighting has the option to have an independent inspector of its choice inspect the product to make a further determination. If the product is found to be defective Quantex Lighting may at its discretion replace the defective products or require the customer to send the defective products back to either be replaced or repaired, but only after receipt of non-working items by Quantex Lighting from the customer.

Non-working or defective products can only be repaired or replaced at the discretion of Quantex Lighting.

In order for a product to be authorized for return to Quantex Lighting, Quantex Lighting must provide a written RMA to the customer. In the event, the product is shipped without an RMA, the product will not be accepted as an RMA and it will be the responsibility of the customer to ship the products back to themselves or else Quantex Lighting has the right to dispose of the returns as it chooses and will owe no credit or replacements to the customer.

In the event, a Customer decides to change an order after an order is placed, and the production has started, the Customer will be fully financially responsible for any and all additional expenses for making the changes to the product and the timelines will change as Quantex Lighting deems fit.

In the event of any disputes, all disputes will be done in the US in Northern Virginia whose location will be at the discretion of Quantex Lighting. The disputes will be resolved only via arbitration.

All Invoices and purchase orders will abide by the terms and conditions set in this agreement and are subject to change without notice.