



Khadas VIM4 Powerful SBC Released User Guide

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Khadas VIM4 Powerful SBC Released



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Khadas provides you with the following after-sales services

- Return
- Exchange
- Warranty
- For more information, please contact the Khadas Service Center or your local Khadas Authorized Distributor.

You can apply for a return if you meet the following conditions.

- Within 7 natural days after the customer receives the goods. The product packaging, accessories, gifts, and instructions are unopened, and there is no external damage, the product has not been activated for use, and thus does not affect product resale.
- Within 7 natural days after the customer receives the goods, it is found that the product has a performance failure that was not caused by the user.

We have the right to refuse a customer's return request in the following cases.

- The returned product is incomplete, the outer packaging, accessories, gifts, instructions are incomplete, or the appearance is damaged due to user actions.
- Damage and burnout not caused by quality problems of the product itself, as well as product quality problems caused by man-made unauthorized modification, entry of foreign objects (water, oil, sand, etc.), incorrect installation, and failure to use and operate according to the instructions in the official user manual.
- Products damaged due to unavoidable factors, such as fire, flood, lightning strike, traffic accident and other force majeure.

If one of the following conditions is met, you can request a replacement

- The customer finds that the product has been damaged during transportation within 7 natural days after receiving the goods and can provide a 'Certificate of Damage' from the transportation company.
- The customer finds that the product is seriously inconsistent with the description of the original product in one or more important aspects within 7 natural days of receiving the goods.
- Within 7 natural days after the customer receives the goods, it is found that the product has a performance failure that is not caused by the user or other external causes.

We have the right to refuse the customer's exchange request in the following cases

- After testing by Khadas ' Technical Support Department, no quality problem was detected. 2.5.5. Collision, burning, artificial modification, foreign matter (water, oil, sand, etc.)
- Product performance problems caused by incorrect installation, use and operation not in accordance with the official user manual.
- Products damaged due to unavoidable factors, such as fire, flood, lightning strike, traffic accident and other force majeure.
- If the goods are damaged due to transportation, however the customer fails to provide a "Cargo Damage Certificate" issued by the transportation company.

Eligibility for Warranty Service

If the product experiences a performance failure during the effective warranty period, you can apply for warranty service as governed by the terms and conditions in this policy document.

Conditions for Free Warranty Service

- The product has been used normally within the product warranty period beginning at the time of receipt of the product, and there is no damage caused by the user or other external factors.
- No unauthorized disassembly, modification or installation, or other failures caused by unauthorized repair of the product.
- Provide valid proof of purchase, receipt and order number.

Table of Product Warranty Period

Product (Series)	Warranty Period (Months)
VIM	12
Edge	12
Tea	12
Tone	12
Accessories	12

* For accessories under USD 50, the warranty period is 3 months.

Contact Khadas Service Center

- **Email:** support@khadas.com
- **Subject:** "purchase channel (store name or other channels) + order number + product model"
- **Return Add:** Room 2701, Floor 27, Qiancheng Center, Haicheng Road, Bao'an District, Shenzhen, China 518101, Shenzhen, Guangdong 518101.

Your Other Rights

THIS WARRANTY GIVES YOU ADDITIONAL, SPECIFIC RIGHTS. You may also have other statutory rights depending on the applicable laws in your country or jurisdiction. You may also have other rights covered in your written agreement with Khadas.

*Interpretation of this After-Sales Service Policy is attributed to Khadas Technology (Shenzhen) Co., Ltd.

Documents / Resources

<div>After-Sales Service Policy</div> <div>1. Khadas provides you with the following after sales services:</div> <div><ul style="list-style-type: none">• Free return• Free repair• Free replacement</div> <div>2.1 The warranty period is 12 months from the date of purchase.</div> <div><ul style="list-style-type: none">• If the product is found to be defective within the warranty period, Khadas will provide you with a free return, repair or replacement of the product.• If the product is found to be defective after the warranty period, Khadas will provide you with a free repair or replacement of the product.</div> <div>2.2 The warranty does not cover the following situations:</div> <div><ul style="list-style-type: none">• Products that have been damaged by fire, flood, lightning, or other natural disasters.• Products that have been damaged by misuse, abuse, or neglect.• Products that have been modified or altered in any way.• Products that have been used for commercial purposes.</div>	<div>Khadas VIM4 Powerful SBC Released [pdf] User Guide</div> <div>VIM4 Powerful SBC Released, VIM4, Powerful SBC Released, SBC Released, Released</div>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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