

Dear Buyer,

We strongly encourage all customers to assure that any item being returned be carefully safeguarded, so as to avoid damage via shipping. It is important to protect the LCD panel using the same extent of care we used when first shipping the package to you. Below are some basic steps that should be taken to avoid any unwanted damage.

1. Use proper packaging materials. We highly recommend returning the item in the same packaging material it was received in. It is important to include bubble wrap or some other type of packing cushion. It is equally as important to use a sturdy box, intended for shipping purposes. It is also important to pick the correct size box for the size of the screen you are returning; this size needs to be determined after the product is bubble wrapped and therefore can fit in a box properly, without the need to modify the box.
2. Avoid at all cost using any type of bubble mailers, homemade boxes, or thin cardboard boxes. Use only reinforced cardboard and double box if necessary. USPS, FedEx, and UPS all do provide many types of free boxes specific for mailing items.
3. Be sure to use whatever precautions necessary to stop the LCD panel from sliding side to side, inside the box. Avoid using any box that is more than 1/3 larger than the product with bubble wrap. The best way to go about it is to use an adequate amount of cushioning material, so that the screen is held in place.
4. Do not over pack the box. While we do encourage using precautions, over stuffing the box can lead to unwanted pressure on the contents of the package and result in damage to the glass.

As always the best tool for the job is simply good judgment; ship the LCD using the same care you would expect to be used when receiving a fragile item.