



DIRECTUPS

Global Direct Electronics Outlet Co.

At DIRECTUPS, we regret to hear about the unfortunate situation of the customer's experience.

At this point, DIRECTUPS does not have all the relevant facts of this situation. Therefore, we wish to promptly determine the facts step by step, so that all questions can be answered and actions taken to satisfaction:

1. Please send us the DIRECTUPS invoice back for documentation.
2. Please re-read the terms and conditions stated on the DIRECTUPS website.
3. We request the customer to verify the damage with statement from a certified power engineer.
4. When we notify the customer about our receiving of the invoice and certified power engineer documentations, the customer then sends the damaged unit back accordingly.
(i.e. damaged **Model** in the above instance)
5. When the specified product passes through the above steps,
We will update you with any necessary further actions and decisions.

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