

PLAN OF PRODUCT-IMPROVEMENT

Greeting from Coolife,

Thank you for purchasing Coolife luggage. We hope you will share the happiness with your friends if you like our products. Coolife stands behind every customer, should you have questions about your luggage, Please feel free to email us directly through our Amazon platform.

If everything went as it was supposed to go, and you ARE happy. Come and join our "Plan of product-Improvement" project and give us your precious suggestions.

HOW TO JOIN THE "PLAN OF PRODUCT-IMPROVEMENT" project?

Step 1:

Log in your Amazon account and go to "your order" page, write a review about the product you purchased.

Step2:

Take a screenshot of the review you just wrote and send us the picture for confirmation. After finishing the two steps above, You are successfully joining our project.

As a member of "Plan of product-Improvement", you can enjoy services as following:

1, After receiving the product within 14 days, if any problem happens in this period that requires the customer to send back the luggage, you'll save you 15% return shipping fee.

2, Once joined "Plan of product-Improvement", we will increase one more year on the original warranty period, that's right! The luggage you purchased will have a 3-year warranty.

3, Our exclusive support team will offer a faster solution to your problem at any time. Just one email, you'll get our full attention.

We wish you have a wonderful time with Coolife luggage.

Happy travels!!

Coolife Company