

Solutions to Complaints of Makeup Mirror

Please be well noted. **All our makeup mirrors are checked during every process of production.**

Professional quality checking is arranged before shipping.

In the long-term transportation , we cannot know whether there will be any fall during shipping, handling ,unloading and then transferring to the customer. Although you may see our package has been done very well.

We are truly sorry for any problem of our product in transportation. Please do trust us we will solve the problem until you are satisfied.

Problem#1: Broken Mirror

Solution: If the mirror is broken during transportation, please reach out to Groupon Customer Service with photos of damage so replacement parts or replacement unit can be arranged.

Problem#2: The bulbs doesn't light up at all.

Solution:

First, please check whether the green light of adapter is on as below, also to see if there is red light coming from USB hole as below. Try replug a few times to see if it's working.

If the light doesn't work, the adapter might be fallen during shipping.

Please contact Groupon customer Service and we can arrange to send you a new adapter.

Second, if the new adapter is still not working, it means the mirror may have falling down during transfer process and the inside wiring is not functional. The wiring may have been loosen and broken during transportation.

Please contact Groupon customer Service and we can award a full refund to you and we sincerely apologise for any inconvenience.



Problem#3: Some bulbs are light on, some bulbs are not like below.

Solution:

First, please try to put the bulbs into the base a little loose, not too tightly, see if the lights are on.

Second, some bulbs are bright, change the position of bright bulbs and not functional bulbs.

If it is bright, it may be the bulb problem. Please contact Groupon Customer Service and we arrange to send you new bulbs.

If it is still not bright, this could be caused by a wiring problem. Please contact Groupon Customer Service and can arrange a replacement.

The mirror is hand-made and fragile and hence any fall during transportation may cause damage to the bulb, wiring and adapter. If you find any issues with the item, please contact Groupon Customer Service to further assist in providing you with a resolution.

