BLOKEES After-sales Service

We have always been committed to providing our users with a better after-sales service experience, and now we offer official services including after-sales consultation and parts replacement.
The following is our guidance for the after-sales process. You can resolve after-sales issues by reviewing it.

After-sales supplementary parts service

- Enter the official website: https://supplement-overseas.blokees.com/#/index
- Or send an email to cs@blokees.com
- Click "Proceed", or track the progress of supplementary parts orders (on the website)

Scan the QR code to directly enter the website

Information needed before application

- Purchase receipt or screenshot of online order (including purchase region, date, and authorized purchase channel)
- Photos of product's outer package, after-sale card & instruction manual
- Replacement reason, list of missing/damaged parts & actual photos of the building blocks figures
- Receiver's name, phone number, address, postal code, and country (address must be detailed)

Warm Tips

1. A response to applications will be provided within 24 working hours.
2. Only one free replacement chance is supported for quality issues of the same product, within 15 days from the purchase date.
3. You will receive the replacement parts within 30 days followingthe approval of your request.
4. International logistics track: https://www.17track.net/zh-cn (for 4PX)
5. Customer Service Hours (Online Consultation): 9:30 – 21:30 (Beijing Time)