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| **Hello, 1. Yes, we can provide phone support, remote control takeover of laptop and machine if needed.2. This items don't including a rotary device, if you need, you can order a rotary device. We have two types rotary axis:-Simple rotary axis for engraving machine, This is mainly used for engraving round surfaces with regular objects. The height of the rotating shaft is 70mm, and the engraved product is a regular cylinder with a thickness of no more than 200mm.https://www.amazon.com/dp/B01HZ4WR5O-Card-disk rotary axis for engraving machine. This is used for engraving the materials' ball surface. It request inner space at least: 550mm length\*220mm Lifting height. Rotatable clamping object diameter from 6mm to 140mm. This can used for engraving round surfaces with irregular objects.https://www.amazon.com/dp/B01G6UY7I8two types rotary axis can used with the 690 100W laser machine, you can choice one of them according to your needs.3. We can get the international tracking number about 5 working days after you ordering. Then the delivery time is need about 5-7 working days, total 10-12 working days that you can receive the machine. You don't need to pay any other fees. It's delivery to the door.4. If return the machine, the return cost is very expensive, because the machine is very heavy, so the shipping cost will be quite high. We can't afford such a high return fee. We believe that there will not happen that situation about the machine cannot work, we will solve any problem for you.If you are worry about that, you can tell us the type of material you need to engraving or cutting as well as the patterns. We will make samples using the machine. and send you the pictures or video of the samples, then you can confirm if the machine meet your requierments. We don't want our customers to lose money and time when they receive the machine. Best regards!** |
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