

Warranty

- Warranties

All of our products are fully guaranteed by the manufacturer for one year to the original purchaser, unless specifically stated otherwise (refer to the complete warranty included with the product for more details). The manufacturer's warranty covers repair or replacement of defective parts, subject to the conditions set forth. The replacement of defective parts and products include prepaid postage when requested within the 30-Day Guarantee period.

- 30-Day Guarantee

Satechi offers an exclusive 30-day exchange/refund policy to Satechi.net and Amazon.com customers. If you are not completely satisfied with your purchase, you may exchange it or receive a full refund, subject to a Return Authorization from Satechi. To be eligible for the 30-Day Guarantee, you must request an exchange or refund within 30 days from the date of purchase by emailing sales@satechi.com or calling 1-858-268-1800.

- Refunds

All refunds, as well as the difference in cost between replacement products, will be issued to the customer via the same method as purchase payment.

- Returns

Items which are being returned after 30 days from the date of purchase are subject to receiving store credit for the original purchase amount. Amazon.com customers who receive store credit may only use the store credit to purchase Satechi products.

- Replacements/Exchanges

We make every attempt to provide you with a replacement product that is the same as the item purchased. However, Satechi reserves the right to provide you with a replacement product that is a product of a similar style or a substitute equivalent that may not be of the like kind (depending on availability). In the event we cannot provide you with the same product as a replacement, we will notify you immediately and ensure you agree with the replacement product. Customers are fully responsible for shipping and handling charges for exchanges, as well as the difference in cost of the products.

- Return Instructions

Depending on the condition of goods and packaging materials, returns can be subject to a small restocking fee (up to 20% of the item's purchase price). If the item is returned in "new" condition with all packaging intact, it will not be subject to a restocking fee.

All exchanged/returned merchandise must be in original factory condition, including all packaging materials, inserts and manuals, warranty cards (not filled-out), and all accessories. We will charge you the original purchase price for damaged, altered, or missing items, including items which have tape or writing on them. We reserve the right to refuse any such returns.

Any merchandise returned to us unauthorized will be refused. Please ship your parcel back to us freight prepaid, unless we have provided prepaid postage (defective products within the 30-Day Guarantee period are eligible for prepaid postage). We suggest that you use UPS Ground Service "Insured" when returning an item to us. Sorry, we cannot accept COD or freight-collect shipments. No goods will be accepted for exchange or return without authorization.

- Please follow these steps to return a product:

1. Email sales@satechi.com requesting an RA (Return Authorization). Please include your Order ID Number and the reason for your return/exchange. All returns require an authorization which is issued only by email. Please note that an RA does not guarantee final disposition. All returns are subject to inspection.
2. Wait for an email response from us (usually within 24-48 hours) and then download the RA Return/Exchange Packing Slip and fill out the form completely.
3. Pack the products and RA Return/Exchange Packing Slip into a shipping box using packing material and secure with tape.
4. Please write your Order ID Number on the outside of the shipping box (please do not write on the product package).
5. Send the return to: Satechi
RETURNS/EXCHANGES DEPT
7365 Mission Gorge Road
Suite G
San Diego, CA 92120

Limitation of Liability

Warranties do not cover misuse, unauthorized modifications, and external causes such as acts of nature or shipping hazards, or damage caused by accident, misuse, or abuse of the product. Neither does the warranty cover normal wear and tear, or damage to any non-Satechi product used in connection with the product.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.