

Return and Warranty Information

Please read the following information regarding our replacement and refund policies. If you have any questions regarding this process, please e-mail us at customerservice@seidioonline.com or call us at (832) 204-1118.

Effective January 2012, Seidio will warrant products against workmanship and manufacturing defects for the period of one (1) year. The warranty is **not transferable** and all claims must be accompanied by a copy of your **original receipt or proof of purchase**.¹

This warranty does not cover failure due to normal wear or abuse, and Seidio holds no liability for damage to devices, loss of data, loss of business or profits caused by products manufactured or sold directly or indirectly from our company.² Replacement products do not extend the warranty period and will be honored for products within the one (1) year from original purchase date.³

File a Warranty Claim or Request a Refund:

If you are an **end user and the product was purchased from the Seidio Online Store**, please fill out an RMA request form here: **[RMA Request Form](#)**

If you are an **end user and the product was purchased from an authorized reseller of Seidio products**, please contact your place of purchase first as most handle returns/replacement. If you are past the warranty period that the reseller covers, please fill out a WSRMA request form here: **[WSRMA Request Form](#)**

Below you will find more information regarding the procedure for replacements and refunds.

1. All RMA and WSRMA replacement requests must be filed via the online form and approved by Seidio's RMA Department.
2. Customers who are experiencing issues with a Seidio product due to manufacturing defect will be able to upload a digital photograph of the problem area on the form. Acceptable formats include BMP, GIF, JPG, JPEG, or PDF no larger than 1MB.
3. For select products, including those with electrical components, customers may be asked to return the defective product back via a shipping label sent with the replacement. Failure to comply may result in termination of warranty.⁴
4. Seidio, Inc. uses United States Postal Services for delivery of product replacements.

Additional Information about the Replacement/Refund Process:

Seidio will not accept returns or replacements without prior authorization and an RMA number. Once you have submitted your request, you will be e-mailed with a ticket number assigned to your case. Please allow 1-3 business days to process and approve your request. If your request is approved, we will send you further information.

In some instances, you may be issued an RMA number. Customer should prominently display the RMA number(s) on the shipping label of boxes containing the returned product. Packages must be postmarked within 7 days of receiving the approval email and returned to seidioonline.com.

After we have received your package, please allow 7-14 business days for final processing of RMA and to issue a replacement.

To check the status of a filed RMA or if you need to follow up on a reported shipping issue, please email us at rma@seidioonline.com. Please include your original ticket number in the subject line.

Customer is solely responsible for shipping any returned product to Seidio. Customer agrees to use only reputable carriers capable of providing proof of delivery and insurance for the entire value of the shipment. Customer agrees to bear any shipping charges required and all risk of loss for the return product during shipment. When seeking a refund, customer agrees that all returned products will be 100% complete, in re-saleable condition, and will include the original packaging material, manuals, and other accessories provided by the manufacturer. If any component of the returned product is missing, seidioonline.com's Return Procedure reserves the right to reject the entire return or may choose to impose additional restocking fee against the customer for replacement of the missing components.

International customers are solely responsible for all custom duties, service charges, and taxes on orders shipped to any foreign countries. Seidio is not responsible for any package delays or rejects due to international custom clearances. For more information regarding your country's custom policy, please contact your local customs office.

If you are an **authorized wholeseller/reseller/distributor of Seidio products**, please contact your sales representative or email warranty.ws@seidio.com.

¹ Customer may be asked to submit a digital photograph of the defective product as proof of purchase.

² Seidio reserves all rights to decline any warranty claims due invalid claims and/or abuse of the warranty.

³ Seidio reserves the right to decline warranty claims for products that are no longer available or discontinued.

⁴ Products with electrical components include (but may not be limited to): batteries, chargers, docks, cradles, and car cradles.

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.

