

Warranty / Money Back Guaranteed

Here at Grace Digital, we are committed to providing you the highest quality of service. Below is a list of links that should answer any questions that you might have about our company policies. If you search below and find that you still have questions or are unable to find your answer go to www.gracesupport.com or don't hesitate to call us @ (866) 446-0961.

Grace Digital Holiday Gift Return Policy

To help you get ready for the Holiday season, Grace has extended the return period to January 31st, for any gift purchase. Purchase a Grace product as a gift between now & December 22nd and know with confidence you will have until January 31st, 2016 should you need to return the gift for exchange or credit. Return shipping costs are the customer's responsibility.

30-Day Money Back Guarantee on New Items

All new items are shipped with a "NO QUESTIONS ASKED" 30-Day Money Back Guarantee. If you are dissatisfied for any reason just go to www.gracesupport.com and click on Credit Request. Return shipping costs are the customer's responsibility.

30-Day Money Back Guarantee on "Like New" Items

All "Like New" items are shipped with a "NO QUESTIONS ASKED" 30-Day Money Back Guarantee. "Like New" items are subject to a 10% restocking fee. If you are dissatisfied for any reason just go to www.gracesupport.com and click on Credit Request. Return shipping costs are the customer's responsibility.

1 Year Warranty on New Items

Grace Digital Audio offers a limited 1 year warranty with proof of purchase. Return shipping costs are the customer's responsibility.

90 Day Warranty on "Like New" Items

Grace Digital Audio offers a limited 90 day warranty with proof of purchase. Return shipping costs are the customer's responsibility.

Unauthorized Online & Retail Sales

All new products are supported by a manufacturer's limited warranty when purchased from an authorized online or retail store. Customers are responsible to confirm with the place of purchase (online or retail store) to ensure the seller or dealer is an authorized seller of Grace Digital Audio (Grace Digital Inc.) products. Failure to purchase a Grace product from an authorized online store or retailer will void the original manufacturer's limited warranty. Refurbished or used products purchased from unauthorized online or retail store are not supported by a manufacturer's limited warranty. Only refurbished products purchased from Grace Digital Inc. are supported by a limited 3 month warranty program.

*Warranty details for new and refurbished products are subject to change without notification and determined at the discretion of the manufacturer.

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.