

CIRCUIT IDTM

Hardware Warranty/Return Policy

Policy governing the return and warranty of all hardware v1.0

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Return Policy

Circuit ID™ is happy to accept returns of purchased items within 30 days of the date of shipment for a refund with the exception of opened products. Once a product has been opened, it is non-returnable. A 20% restocking fee will be apply for all qualifying returns.

Product Warranty

If a product has arrived defective or has become defective within twelve (12) months for new products, or within one (1) for used products from the date of shipment please contact technical support at help@support.circuitid.com to request a replacement.

Refunds will not be issued for defective products, or a replacement can be made.

Circuit ID™ does not issue credit for costs incurred in shipping a returned item.

Circuit ID™ will not provide refunds for opened, non-defective products. The replacement product will be the same title and version as the original product ordered.

Replacement products should be returned disassembled, in original packaging with the packing slip, all warranty cards, UPC tags, manuals and accessories in the original shipping carton or similar packaging. Failure to return all original merchandise with accompanying accessories and materials will result in the product being returned without credit and at the expense of the customer.