

ThruNite Warranty

Thank you for choosing ThruNite! To help us serve you better, please read the following warranty conditions and be sure to keep a receipt of your purchase for all warranty claims. ThruNite's warranty service is only applicable to customers who have purchased ThruNite products from the main website or an authorized dealer. ThruNite's warranty service does not cover damage resulting from improper maintenance, misuse, abuse, accidents, negligence, or unauthorized 3rd party modifications. Warranty is limited to the value of goods sold and does not cover any associated damages. If the product was purchased outside of ThruNite.com, please contact your authorized dealer first.

Warranty:

1. 30 day free replacement: If your product is defective within 30 days of purchase, ThruNite will replace the product
2. 24 month repair service: ThruNite will repair any product or part which is found to be defective under normal use and service as a result of a manufacturing defect. The customer is responsible for shipment to the service center.
3. Limited Lifetime Warranty: For defects beyond 24 months of the purchase date, ThruNite will provide free labor on warranty repairs. The customer will be responsible for the cost of materials and shipping.

RMA Policy for Returns and Exchanges:

Items cannot be returned without first obtaining a RMA number. To initiate a return or exchange please log into your ThruNite.com account and use the returns link: https://store-9sfgjx.mybigcommerce.com/account.php?action=view_returns

An item can only be refunded if returned within 7 days of receipt in new condition with all included accessories, manuals, warranty card, and combo items. If anything is missing, a fee of 15% or higher (at our discretion) may be charged. Exchanges can only be made if the product is defective.

Items purchased from other sellers must be returned directly to that seller for refunds and exchanges.

RMAs usually take 2-5 business days to process after the date of receipt. Please make sure your RMA return packages are clearly and properly marked with your name and RMA number.

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.