

Smart Strip Warranty

As the manufacturers of The Smart Strip we provide the following product warranty to anyone that owns a Smart Strip.

The Smart Strip has an *unconditional 30-day money back guarantee*. If you purchase a Smart Strip and are not satisfied with it, within 30-days after the purchase date, for any reason, simply contact *the company it was purchased from* and request a refund. You will be refunded 100% of the purchase cost. If you purchased the unit directly through us then you only need to send us the unit with a note stating you would like a refund. ***Return shipping cost, if applicable, are not refunded.*** If you are unsure if you purchased the unit directly through us please [contact us](#) and we will help you determine if the unit was purchased from us. Units purchased through us are not subject to a restocking fee unless the return is after 30-days. After 30-days we will still accept returns for refunds but we will subtract a 25% restocking fee from the refund and units will only be refunded if it is within 60-days of the purchase date.

If you purchase a Smart Strip and experience problems with it, within 30-days from the purchase date, you can get a replacement or refund from the company that you purchased the Smart Strip from.

If you are outside of the 30-day period after purchase then we, BITS Limited, will provide support and product repairs or replacements. If you did not purchase your unit directly through us then we CANNOT refund you as we did not sell you the unit. We will however do anything, within reason, to get you a working unit or resolve your issue in another manor.

BITS Limited offers a 2 year warrant against manufacturer parts and defects. If your unit is found to be defective for those reasons and within the warranty period we will provide product repairs and replacements. If you are outside of the 2 year warranty period then we will still provide support and, at our discretion, repairs or replacements.

The lifespan of the Smart Strip is 20+ years. BITS Limited will provide support for the lifetime of the Smart Strip for any surge related damage. If you think your unit has suffered a surge [contact us](#) and we will be happy to assist you.

Each Smart Strip has a \$50,000, or more, connected equipment warranty. In the event of a surge doing damage to your connected devices; after we confirm the damage was surge related, we will cover up to \$50,000, or more, in equipment damage. [Contact us](#) to set up a surge evaluation if needed. The total equipment coverage amount is determined by the model of Smart Strip.

This warranty is subject to change at any time without prior notice.