

Warranty

How Long Is The Warranty On My Device?

There is a General Warranty on Turcom™ branded electronic products for 60 days beginning on the original date of purchase. Some Turcom™ products may designate an Extended Warranty Period, and this will be printed on the product manual for these qualifying devices.

What Isn't Covered By The Warranty?

- Devices without Proof of Purchase
- Devices with serial numbers missing or removed
- Purchases from unauthorized resellers
- Improperly operated devices
- Lost or stolen products
- Purchases made over 12 months ago
- Non quality-related issues (after 30 days of purchase)
- Free products

How Do I Make A Warranty Claim?

Before submitting a warranty claim, please refer to the specific FAQs for your product and attempt all troubleshooting suggestions. You may also email our customer support team 7 days a week for product support or troubleshooting and additional assistance.

If you believe the item is defective and under warranty, please contact our customer support team referencing your order and including a description of the issue(s) and a customer support representative will contact you within 24 hours to resolve your warranty request.

Website: <https://turcomusa.com>

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.