

Warranty

30-Day Money-Back Guarantee for Any Reason

You may return your undamaged product and packaging within 30 days of purchase to receive a FULL REFUND for any reason. If the reason for return isn't quality-related, the customer must pay the return shipping costs.

12-Month Warranty for Quality-Related Issues

We will take care of all quality-related issues with a REPLACEMENT or FULL REFUND including any return shipping costs. Please note: Any provided shipping labels must be used within 20 days of purchase.

FAQs:

1. What isn't covered by the warranty?

- 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

2. When does the warranty begin?

It begins the day you place your order.

3. How do I claim the warranty?

Before submitting a warranty claim, please refer to the specific FAQs for your product and attempt all troubleshooting suggestions.

If you believe the item is defective and under warranty, please submit a Return or Exchange request on the product's support page, or contact us at service@paccess.com

4. What is a valid proof of purchase?

- An Amazon order number for a purchase made through Paxcess
- A dated sales receipt from Paxcess that shows a description of the product along with its price

5. Will the warranty be renewed if my product is replaced?

The warranty continues from the date of your original purchase. It won't be renewed after a replacement has been provided.

For more information, please contact us at service@paccess.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.