

Warranty Policy

iOttie products have been manufactured and tested to the highest quality standards. This Limited Warranty covers defects in material or damages on arrival. Only customers purchasing iOttie products directly from iOttie or from authorized retailers or resellers may be covered under our limited warranties.

iOttie currently provides a 1 year warranty on all iOttie products.

What is not covered under warranty?

- Misuse, lack of care, mishandling, accidents, abuse or other abnormal use
- Damage due to improper/unauthorized repairs
- A modified or altered product
- Non-iOttie products (counterfeits)
- Damage to devices while using our products

What does the warranty cover?

- Products that arrive damaged
- Products that have a manufactures defect
- Products that fail under normal use

For more information on what is and what is not covered under warranty please contact iOttie directly at cs@iottie.com

Limitations

iOttie will not be liable for any indirect, incidental, or punitive damages arising from the use of any iOttie product. The iOttie Limited Warranty does not, in any situation, cover the repair or replacement of property, including but not limited to, electronic devices and/or other personal property.

Returns

iOttie will accept returns for refund if request is made within 30 days of purchase with original receipt of purchase, and if the product is purchased directly from iOttie.com. No returns for refund will be accepted after 14 days. A customer may receive a replacement beyond the 30 days if the issue is regarding warranty/defective products. Customers who return the product within the appropriate time due to buyer's remorse will be responsible for all return shipping costs. Customers who receive a defective item will receive a return shipping label and will not be responsible for return shipping.

PLEASE NOTE: If you purchased the product from a third party site/store, please contact the seller directly as iOttie cannot provide a refund for such purchases. This limited warranty does not apply to products purchased from unauthorized resellers. iOttie is not responsible for a refund and/or replacement of those products. To make a warranty claim you must have your original receipt of purchase. Please contact an iOttie Customer Service Representatives at cs@iottie.com so they can assist you further. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Warranty Request Mandatory Information

In order to receive a replacement under warranty for a defective car mount and or charger, iOttie will need to confirm the defects of the product in question. To make the process easier, we will ask for a picture of the defect. If it is a known and/or visible defect and we are able to confirm through the picture we will then send out a replacement on the spot.

However, if the product has an unknown defect, we may ask for a short video that shows the said issue. If the defect is clear in the video, we will then send out a replacement immediately. On certain occasions, we may ask for the product to be returned directly to us to investigate the issue in more depth.

If the defect is unclear, a return shipping label will be provided to the customer. Upon product receipt and inspection of the item, iOttie will test the product to verify whether the product is truly defective. If the product is found to be defective, iOttie will issue a replacement at no charge. The customer must provide proof of purchase upon request of replacement.

Buyer's Remorse

Products over \$25 will be subject to a restocking fee of 15%. Buyers will also have to pay return shipping. We only accept buyer's remorse returns within the first 14 days of purchase. **The customer must provide proof of purchase.**

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.