

CHANX PRODUCT WARRANTY

DEFECTIVE RETURNS:

Defective returns will be accepted for exchange or repair, at our discretion, within 90 days from the order date. No refunds will be granted after 30 days. Please contact the manufacturer directly for all products advertised to include a manufacturer warranty. A product must be diagnosed "defective" by a member of the Technical Support Staff at the manufacturer. Once it has been diagnosed, please ask for a case number and contact our customer service department for a return authorization number. Any return found to be non-defective, once our warehouse has inspected it, is subject to a restocking fee of 15% and all non-product-related fees (shipping and handling fees) are not refundable.

RMA POLICY:

- All RMA requests will only be considered if the partner has first referred their customer to the appropriate manufacturer or warranty provider for service, and that provider has refused warranty service.
- Full refunds will be given in cases that ChanX ships the incorrect product, a broken or defective unit is received or in the event that the carrier delivers a damaged box and the item is signed for as such. All other RMAs carry a restocking fee of 15%.
- If the merchandise is not returned in its original packaging include all accessories, manuals and packaging materials there will be a 15% restocking fee.
- RMA paperwork must be included with the merchandise.
- Returns must reach our warehouse within 90 days from the original date of purchase. **ALL RMAS EXPIRE ON THE 90TH DAY IF THE MERCHANDISE HAS NOT BEEN RECEIVED.** Late returns may be refused and sent back to the partner at our discretion.
- RMA's will be processed and your account credited within 10 business days of receipt.