



## Warranty Return Policy

You must have a Receipt to Validate the warranty. The filled out warranty card can also be used or If you have registered online you can also use that as proof. If you dont have any warranty information on your unit you must call us for other options you may have. The phone numbers for most countries are in this link. Products returned without any valid information will not be processed and will be returned to you.

- Nine Stars itself does not give refunds or offer product upgrades. Refunds come from the place of purchase, ONLY.
- Proof of purchase is required to get warranty service.
- Return shipping is prepaid by the customer.
- International customers may be subject to duties, taxes and brokerage fee. Customers are responsible for fees incurred.

## Limited Liability Warranty

Nine Stars products are covered by a limited liability warranty from defects in material and workmanship. This warranty does not apply if, in the judgement of Nine Stars, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product's instructions, has been modified in any way, or has a defaced or removed serial number. Repair by anyone other than Nine Stars or an approved agent voids this warranty. The maximum liability of Nine Stars is the product purchase price. For details, refer to the warranty and owner registration card. You can find if your product is covered by Nine Stars warranty by comparing the duration of the warranty against the purchase date.

## Warranty Replacement Procedure

Do not ship your defective product to Nine Stars if you feel you are not covered, please contact customer support.

1. A customer support agent will do troubleshooting to see if the product is defective. If it is, then this information is required:
  - Your contact information
  - Product serial number/ or model #
  - Proof of purchase
  - Credit card information for optional shipping services

2. The Customer Support Representative will provide you with the proper information and shipping information. Please be sure to write this down.
3. Package product securely. Do not include manuals, softwares, cables, or mounting brackets. Nine Stars only replaces the defective unit and will not return other accessories. Include your contact information with your name, address, phone number, and proof of purchase inside the package.
4. Send the product to the Warranty fulfillment address given by customer support. Customers are responsible for the freight charges to Nine Stars. We suggest using a carrier that provides tracking information. Nine Stars is not responsible for packages lost in transit to Nine Stars. The replacement product is shipped by ground with shipping charges prepaid. Expedited shipping is available at extra cost.

For status of an already issued RMA, call in the U.S or Canada: (866) 978-2778 or [click here](#).

All other countries contact your local customer support.

What is the Warranty on my Replacement Unit?

Warranty on the replacement unit continues from the original date of purchase and will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs.

Shipping Options

Advance Ground (U.S. only)

The RMA fulfillment center will ship the replacement unit via ground before receipt of defective item, based on product availability. Your order must be received before 6 PM Eastern Standard Time. A prepaid shipping label will be included with your replacement unit. You will be charged a flat fee of \$16.90 for Home Products and \$19.90 for Business Products for this service option. You must return the failed product to the RMA fulfillment center within 10 business days of receiving the product. If you fail to return the product within 10 business days, you will be billed the current list price.

Advance Next Business Day (U.S. only)

For extra cost, Advance Priority allows you to receive the replacement unit the next business day, based on product availability. Your RMA number must be issued before 7 PM Eastern Standard Time. Along with the replacement unit, a prepaid shipping label will be included. Use the prepaid shipping label to return the defective product to the RMA fulfillment center. You must return the defective product within 10 business days of receipt of replacement product. If you fail to return the product within 10 business days, you will be billed the current list price. When your replacement part is shipped, your credit card will be charged for the amount below. You will be charged a flat fee of \$29.90 for Home Products and \$49.90 for Business Products for this service option

These credit cards are accepted:

- MasterCard
- Visa
- Discover

"Out of Warranty" Products

If your product is not covered under warranty, we offer Repair Services for a fee. Nine Stars warranty only covers failures due to defects in materials or workmanship. Warranty does not apply if, in the judgement of Nine Stars, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or damage that is attributable to circumstances beyond one's control, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number removed or defaced.

**\*\*Information on this page apply only to new products and NOT for refurbished products that no product serial numbers**