

Limited Warranty

We want all of our customers to be completely satisfied with their purchases and we are committed to doing our best to make that happen. Part of that is our free tech support, helpful customer service, and community support features. In addition to these great benefits we're also proud of our 1-Year Limited Warranty.

All products purchased from Sewell Direct carry a 1-Year Limited Warranty against defects in materials and workmanship under normal use.

Unfortunately we can't cover damage caused by accident, abuse, or misuse; but if your device stops working under normal usage we will replace or refund your purchase. Under the 1-Year Limited Warranty we even reimburse you for the shipping costs on your defective product.

This warranty is limited to replacement or refund only. Sewell Direct is not responsible for direct, special, incidental or consequential damages including but not limited to loss of use, loss of revenue, loss of actual or anticipated profits, loss of business, or any other indirect or consequential loss. All express and implied warranties, including but not limited to any implied warranties and conditions of merchantability and fitness for a particular purpose, are limited in time to one year from the date of purchase.

Extended Warranties

An extended warranty is available for purchase on a per-product basis and will extend our standard one year warranty to three years. However, we will refund your warranty in full if you choose to return the product within 30 days – seriously, nobody else does that.

Warranty Replacements

Our warranties are better than those “single replacement” deals. If a device is replaced under warranty and the replacement happens to fail it will also be replaced, for as long as you are covered. (Warranties don't “reset” if a unit fails, nor can another be purchased to extend coverage on the replacement, but if you purchase an extended warranty we will take care of you for three full years.) If the faulty unit has been discontinued we will offer either a replacement or a refund.

Limitations of Warranties

Many of our products are designed to connect, enhance, convert or modify your existing equipment. While we fully support all of our products and we'll do our best to help you get everything up and running, sadly we can't cover or support products that weren't purchased from us.

Website: <https://sewelldirect.com/>

Phone: 1-800-709-1345

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.