

# **Warranty, Return & Refund Policies**

## **For Purchases Made From Prohavit.com or any of our Amazon stores**

### **No questions asked 30-day money-back guarantee**

Return any undamaged HAVIT product within 30 days of purchase to receive a full refund for ANY reason!

### **18-month extended warranty for quality-related issues**

With our extended warranty, return any undamaged HAVIT product within 18 months of purchase for a FULL refund.

### **Free user support**

If your HAVIT product isn't working properly, contact our world-class, friendly tech support team for quick and easy solutions.

### **Limitations and notes on returns**

- To receive the 30-day money back guarantee, you are responsible for shipping costs for returns unrelated to quality issues.
- Warranty-related shipping costs are only covered by HAVIT within the country of purchase. For shipping outside the country of purchase, either pay the return shipping cost or receive a 50% refund of the item's purchase price.

- When returning an item, please ship it back within 30 days of receiving approval. Further delays may void or cause problems with your return

### **Friendly reminder:**

When contacting us for help, be sure to have your Havit product handy for troubleshooting!

### **Contact us**

Email: [support@prohavit.com](mailto:support@prohavit.com)

Phone: 86 20 66820500

Website: [www.prohavit.com](http://www.prohavit.com)

---

## **For purchases made from other retailers**

Please contact the retailer you purchased from

Our returns and exchange service only covers purchases made directly from HAVIT. If you purchased through a different merchant, please contact them. Note: unauthorized reselling of HAVIT merchandise is prohibited. If our returns policies change, this page will be updated immediately.

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.