



Warranty Policy

All Nuvvyo Inc. products are provided with a 100% repair or replacement warranty for 12 months from the date of shipment from authorized retailers (Nuvvyo, Walmart, Best Buy, Future Shop, NewEgg). Warranties are not transferrable.

If you purchased your product from an authorized Nuvvyo channel partner, please contact your place of purchase directly.

Warranty Return Policy - RMA

If we determine a product is defective and it is still under warranty, we will issue a Return Merchandise Authorization (RMA) number. We will only accept returns that we have a Nuvvyo-issued RMA number for the product in question.

Please ensure that the Nuvvyo issued RMA number is clearly marked on the outside of your return package. Package the product carefully. Use bubble wrap and a strong cardboard box. Do not use loose Styrofoam packaging (e.g. Styrofoam peanuts), as this can damage electronics. Include the product and power supply (if applicable).

Nuvvyo's warranty terms are such that RMA Products covered under warranty will be repaired and if in the opinion of Nuvvyo, the RMA product cannot be repaired, it will be replaced.

Nuvvyo Direct Purchase Return Policy

End-User Customers who buy Nuvvyo's products directly from Nuvvyo, may return them to Nuvvyo up to 30 days after they are received for a refund of the product purchase price (we cannot refund shipping charges).

End-User Customers must obtain an RMA number that is clearly marked on the outside of the return package and all returns must be in the original packaging and include all items. Third party products (hard drives, antennas, etc.) purchased directly from Nuvvyo are not warrantied by Nuvvyo and contact should be made with the respective manufacturer for any applicable warranty claims.

Shipping Terms

The customer is responsible for shipping costs of product(s) returned to Nuvvyo. Customers are advised to insure products being returned as they are responsible for any damage or loss during shipping.

Nuvvyo will ship the replacement or repaired warranty product to the customer, at Nuvvyo's expense.

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.