

CASEOLOGY

Warranty

Last Updated: Feb 13, 2015 10:27AM PST

30 Day Money Back Guarantee

If you are not completely satisfied with your purchase for any reason, we will gladly accept returns of packages within 30 days of the sale date and issue a **refund minus shipping fee** within resalable condition.

- Please notify and return package within 30 days from purchase date.
- All returned products must be in original packaging.
- A refund will be issued according to payment method used during time of purchase.
- Return process may take up to 1-2 weeks after it has been received.

Warranty (within 30 days of delivery date)

Please contact customer service and allow us to resolve any issues regarding defective items before leaving a seller feedback/product review. Your satisfaction is our number one priority!

If you believe you have received a defective item, please contact us and provide us your Order ID # and photo(s) of defect for evaluation. This allows us to address the issue to the manufacturer and saves you time and money from returning item for physical inspection.

Upon confirmation, we will gladly replace your order free of charge!

- This policy is only valid for naturally defective items due to a manufacturer error.
- Defection caused by any other incidents, including misinstallation, damage caused by the user, or misuse or mishandling of product, can not be applied for this warranty.
- If a dual package is purchased, we only replace the defected item from the package.

Warranty (For Batteries &Charger), please return the product back for physical inspection along with the following information. Once we have inspected that it is defective, we will provide a replacement free of charge.

- Order Number
- Full name used during purchase
- Shipping Address

What is not covered by Warranty?

- Normal wear and tear of product use
- Misuse, lack of care, mishandling, accident, abuse or other abnormal use
- Use of the product other than for its intended purpose
- Damage caused by improper or unauthorized repair or maintenance
- Product that has been modified or altered

Contact link: <https://www.caseologycases.com/pages/contact-us>

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.