

We want to satisfy our customers 100% with their purchase, but we do have some policies in place.

## Warranty Policy

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Manufacturer, Antop Antenna Inc., warrants its products for a period of one year from the date of original purchase. The warranty is valid only with original proof of purchase of the product. This warranty does not apply to any defects or failures of product caused by neglect, misuse, negligence, accident, abuse, mishandling, misapplication, alteration, modification, power outage, unauthorized/unreasonable use, or any uncontrollable environmental damage.

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## Return Refund Policy

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Note: Standard 30-day money back and/or refunds to USA only. Returned merchandise must have RMA number on box and one copy of proof of purchase inside package. RMA number will be obtained in advance from Antop Antenna customer service representative returns department. A stocking fee of 15% can be deducted from a refund ask representative for further details. **Absolutely no refund after 30 days of purchase. For any return for refund, customers should contact their place of purchase to find out the retailer's return policy.**

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## Exchange Replacement Service Agreement

Standard 1 year limited Manufactory warranty on Replacements of a product for exchange due to malfunction, failure or defected, part(s), missing components exchanges will be for the same item, model, Sku, within the 1 year purchased date. No upgrades or exchanges for a different Model/Sku please send us an email at support@antopantenna.com or contact our representatives for troubleshooting for RMA number email rma@antopantenna.com to receive a replacement or refund. When shipping an item back, you should consider using a traceable shipping service such as tracking number or purchasing shipping insurance especially for higher ticketed items. Exchanged products must be sent to: 2313 E Philadelphia St. STE L Ontario CA 91761 and must contain an RMA number and copy of proof of purchase.

For more information: 1(909) 947-8883 M – F from 9:00 AM to 5:30 PM (PST)