

What does our warranty cover?

Contixo Company provides a 1-year limited manufacturer warranty on our devices from the date of purchase. For accessories such as batteries, USB cable, and chargers, we provide a 3-month warranty. Our warranty does not cover any kind of physical/personal damages such as cracked screens, broken buttons, etc. For any physical damage due to mishandle by shipping carrier, customer must report to us within 48 hours.

****PLEASE NOTE:** Verification of purchase is needed to redeem the warranty.**

Warranty covers:

- Any technical problem (software problem) within 1 year.
- Defects which arise as a result of normal use of the product.

Warranty does not cover:

- Improper or inadequate maintenance
- Misusage and mishandling
- Fire, flood, etc.
- Damaged due to incorrect voltage use
- Physical damage with any reason
- Unauthorized modification or alteration warranty.

What is the replace & repair policy?

Replace—within 30 days of purchase

If the device has any kind of problem within warranty coverage and is reported to us within 30 days of purchase date, we will provide one way ground shipping and cover all the freight costs within the U.S. No replacement will be granted after 30 days of purchase date. Contixo reserves the right not to accept the used or physical/personal damaged device for replacement.

Repair

For any kind of repair service, customers are responsible to pay for repair fee and shipping cost. Customer service department will provide the details, repair service fee, and issue a Repair Form to process request. We will not process any repair service without payment.

Please do not ship any SD card, Micro SD card, SIM card or any other personal item(s) to us if you are doing replacement or repair service. Our company are not responsible to any customer personal item(s).

What if the item I receive is defective or damaged?

If the item you receive is defective or damaged when you received the package, you can request a replacement. Please check your item(s) immediately upon delivery.

If the device is damaged upon arrival, customer must report to us within 48 hours after delivery. We will not be responsible for any claims reported after 48 hours of the delivery. Please keep the original package box.

How do I make a return or exchange?

Any Exchange requires an RMA (Return Merchandise Authorization) Number and Form, which is valid for 14 days from the issue date. To obtain an RMA Number and Form, please contact Contixo Customer Service. Exchange and replacement process may take 2-7 business days from the time your item(s) has received by us.

PLEASE NOTE: You must obtain a Return Material Authorization (RMA) number, and RMA Form or Repair Form before sending any product to us. All RMA numbers, RMA Form, and Repair Form are only valid for 14 days from date of issuance. These forms are valid only for the product that you have reported to us. No replacement/exchange request will be processed without a valid RMA number and a filled RMA form or Repair form.

About Restocking Fee

Contixo reserves the right to test “dead on arrival” devices return and subject to a restocking fee equal to 20% of the

product sales price. Any returned device with missing parts or accessories that originally come with device will be charged for 20-40% restocking fee.

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