

Warranty Information

YOUR SATISFACTION IS REALLY IMPORTANT

We hope to build trust with our customers and create a relationship with them for the long term. Standing behind our products is a big part of that. We want you to enjoy your new purchase. We believe many customers choose to shop with us because they know that if their purchase isn't right, we'll work to fix it. We aim to be fair and reasonable and hope you will be fair and reasonable with us as well.

WARRANTY INFORMATION

HyperGear warrants all products against defects in workmanship and/or material under normal use for a period of ONE (1) YEAR from the date of purchase. This warranty does not apply to damages incurred as a result of wear and tear caused by normal use over time, the natural breakdown of colors and materials over extended time and use, accidental damage, unreasonable use, improper care, modifications or alterations to the product or negligence in care or use of the product. The stated warranties extend only to the original purchaser and proof of purchase is required for warranty claim, without exception. For more information visit our Warranty page.

RETURN & REPLACEMENT

For warranty claims, the user will need to return the completed Warranty Replacement Form in order to receive a Return Authorization Number (RMA). The user will then need to send in the defective product(s) for testing and evaluation, with a copy of the receipt or invoice and the RMA number clearly marked on the shipping package. Once a replacement has been approved, users are responsible for the cost of shipping the replacement. We will charge a flat rate shipping fee for users located in the United States, who have not paid return shipping fees beforehand. This fee can be collected either by credit card, check, and/ or PayPal. Users outside of the United States should first attempt to exercise their product warranty through the original source of purchase, whether it via store or website. HyperGear's product warranties will still be upheld by us directly, but the user will be responsible for any shipping costs. HyperGear is not responsible for any loss or damage incurred during shipping.

NON-DEFECTIVE RETURNS

If the product was purchased directly from HyperGear, we will accept returns up to 30 days with proof of purchase. Products purchased from our partners may be subject to their own individual warranty policies and should be returned through the original source of purchase. Refunds will not include any shipping fees.

For Domestic (USA) Shipping & Handling Charges, please contact us at 1-855-664-7348 or info@myhypergear.com