

Warranty Policy

All "Refurbished" products have been tested and refurbished to each manufacturer's standards. They also come with a 90-day limited warranty for both parts and labor from Refurbking.

For you to receive any warranty for your product, please contact us at 877-242-3800 or submit an RMA request at www.refurbking.com/rma, and we will get back to you within 48 hours.

Products Return Policy

Defective Product Return Policy

For any defective/return merchandise, please contact us BEFORE you send the merchandise back. You can do so by going to the following web address to obtain an RMA (Return Merchandise Authorization) number: www.refurbking.com/rma. In order for you to be qualified to receive a free Return Shipping Label (RSL), you must contact us within 15 business days from the invoice date. After 15 days, it is your responsibility to pay for any shipping charges that may occur when returning your defective merchandise. Without a properly issued RMA number, we will not accept any returns. No exceptions. RMA numbers are only valid within 7 days from the date of issue. Products must be returned in original packaged condition. Boxes, packing materials, wrappers, cartons, instruction manuals, warranty cards and products must be in their original condition without scratches, dents, or any other type of blemishes. Products returned in any other manner than described above, will be subject to a pro-rated fee (up to 100%) and partial or no credit shall be issued.

Steps to returning defective item

- Before any action is taken, contact us first. This way, we can troubleshoot and assist you with your problem.
- If the problem cannot be resolved over the phone, we will issue you an RMA number. Please keep this number in hand when calling us to avoid any delays in locating your RMA case within our system.
- Once you have been issued with a valid RMA number, you can return the product(s) using the provided return shipping label* or at your own expense.
- When returning the item, please make sure that the RMA number we have provided can be visible on the outside of the box to expedite your RMA process. All returned product(s) must be in its original packaging and condition.
- All products returned will be then inspected by our in-house technicians. Depending on the result of inspection, a replacement and/or refund will be issued via your original payment method.
- Overall turnaround time for a return is about 1 - 4 business days from the time we receive the product(s).

*Applicable only if the RMA form has been submitted to us via phone or at www.refurbking.com/rma within 15 business days from invoice date.

Non-Defective Product Return Policy (Buyer's Remorse)

Non-defective (customer's remorse returns) returns are accepted within *15 days* from the invoice date and are subjected to a mandatory 20% restocking fee. All shipping and handling charges are non-refundable. It is the customer's responsibility to cover return shipping costs. All returns must be shipped back via the same means of transportation as originally delivered to customer. Products must be returned in original packaged condition. Boxes, packing materials, wrappers, cartons, instruction manuals, warranty cards and products must be in their original condition as well. Products returned in any other manner described above, will be subjected to a pro-rated fee (up to 100%), and a partial or no credit shall be issued.

Before a return is made, please contact us by filling out our RMA form online: www.refurbking.com/rma or calling us during our business hours.