

BACtrack Product Warranty & Returns

BACtrack stands behind every BACtrack breathalyzer manufactured and sold. We have strict quality assurance procedures that help minimize errors and defects during production, assembly, and initial calibration. *If during the first year of operation any BACtrack unit ceases to function properly, BACtrack will repair or replace the defective product at no charge.*

It is essential to take proper care of your BACtrack breathalyzer to avoid having to send the product back for warranty service. Make sure you wait 15-20 minutes after eating, drinking, or smoking before blowing into the tester. BACtrack sensors are an extremely sensitive component. Blowing any residual alcohol, smoke, saliva, or food into the tester can permanently damage your product and possibly void the warranty.

BACtrack has strict quality control and design requirements to ensure product integrity and maximum functionality. These measures are implemented globally and include manufacturing-based testing for compliance with international electronic and consumer safety and security standards. When BACtrack products are purchased outside of our authorized sales channels, we cannot guarantee the quality, provenance or authenticity of those products. In addition, products purchased outside of our authorized retail channels are not eligible for warranty, replacement and customer support. A list of authorized BACtrack retailers can be found below:

- Amazon
- Costco
- Bestbuy
- Walmart
- Target
- Rite Aid
- Walgreens
- CVS
- Breathalyzer.net
- Advance Auto Parts
- PDRmed
- Meijer
- Groupon
- Balkoswitch
- Touch of Modern
- Stack Social
- The Chivery
- Dynamicare Health
- Recovery Trek
- Kotulas

To obtain warranty service, please call 1-877-334-6876 or email Customer Service at support@bactrack.com, describe the issue you are having, and request a Return Authorization number. Customers are responsible for return shipping back to BACtrack's service center.

Please read the BACtrack product manual for the complete terms and conditions of this one year limited warranty.

30 Day Return Policy

If you are not 100% satisfied with your merchandise, we'll gladly exchange it or give you a refund for the full purchase price paid, whichever you prefer, within 30 days from the original shipping date. Customers are responsible for return shipping costs unless the product arrives damaged or defective.

NOTE: If a product is received defective or incorrect, please [contact us](#) immediately and we will do whatever possible to resolve the issue. We will only cover return shipping if we are notified prior to return.

How to Make a Return

Step 1 - REQUEST AN RMA NUMBER (Return Merchandise Authorization)

You will receive your return instructions and Return Merchandise Authorization form by email after speaking with one of our customer service team members. There are 3 ways to contact customer service to request an RMA:

- Email: support@bactrack.com
- Call: 877.334.6876
- Live Chat - if available, click green link on the right side of this screen

STEP 2 - PACK YOUR ITEM

- Place your item in the original manufacturer's packaging
- Place the original package into a shipping carton along with a note referencing your RMA number.
- Please do not place stickers or shipping labels on the original manufacturer's package.

STEP 3 - SHIP YOUR ITEM

- The RMA number must be clearly written on the outer box.
- We recommend you ship via insured ground service with a tracking number. Return shipping charges are the responsibility of the customer. We are not responsible for lost or damaged packages.
- Ship to the address below:

KHN Solutions Inc.
 Attn: Shipping Department
 300 Broadway, Suite 26
 San Francisco, CA 94133-4529

Refund Policy

Once our Returns Department has received and inspected your return, your refund or exchange will be issued. BACtrack reserves the right to refuse return or refund for any product that doesn't comply with the above mentioned requirements.

Shop

- Smartphone Breathalyzers
- Professional Breathalyzers
- Personal Breathalyzers
- Breathalyzer Mouthpieces

Discover

- Discover BACtrack
- Accuracy
- Expert Center
- Blog
- #BACtrack
- BACtrack View
- BACtrack Skyn

Support

- Customer Support
- Product Registration
- Breathalyzer Calibration
- Warranty & Returns
- Terms of Service

Resources

- About Us
- Press
- Media Resources
- Retail Partners
- Developer SDK and API
- Contact Us








BACtrack is the leader in breathalyzers, offering a full range of innovative breath alcohol testers for both personal and professional use.

News & Updates

Sign up to get the latest on sales, new releases and more ...

SIGN UP

Connect

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