

Due to COVID-19 shipping times may vary.



Warranty Info



Intro

Anker provides a straightforward warranty that is processed in the most hassle-free way possible. Please refer to the chart below for the warranty timelines of various products, as warranty periods differ according to models.

Products sold by Anker as refurbished ("pre-owned") come with their own unique warranty, so please see [our refurbished warranty page](#) for details on those items.

This limited warranty provided by the manufacturer in no way affects a potential statutory warranty provided by law.

Warranty Timeline

Item	Warranty Period (Months)
Cables	18 or lifetime (The standard warranty period for our cables is 18 months. Some cables may have an extended warranty, you can find the exact warranty time on the online product page or on the item's invoice.)
Hubs & Adapters	18
Batteries	18
Chargers	18
Screen Protectors & Cases	18 or lifetime
Mice & Keyboards	18
Anker & SoundCore Speakers	18
Zolo Headphones	12
Anker & SoundCore Headphones	18
Roav	12
Nebula	12
Security	12
Appliances - Home Care	12 to 24



Item	Warranty Period (Months)
Appliances - Home Kitchen	18
Appliances - Lighting	12 to 18
Appliances - Control	12 to 18
Appliances - Health	15

Holiday Returns Policy

Anker has an Extended Holiday Returns Policy for 2020. Orders delivered between October 1st and December 31st, 2020 will be returnable through January 31st, 2021.

30-Day Money-Back Guarantee for Any Reason

Undamaged products may be returned for a full refund for any reason within 30 days of the date the item was delivered to the designated shipping address. Once the returned item arrives back in Anker's warehouse for inspection, the refund process will begin.

- Returns must include all accessories
- Items must include original packaging
- For non-quality related warranty claims, buyer is responsible for shipping costs
- For non-quality related warranty claims, Anker refunds the cost of the product itself
- Returns may be rejected if items do not meet the above requirements

Refund requests for the 30-day money back guarantee expire 30 days after opening a warranty claim. It is not possible to process a request for a refund for non-quality issues for items that have expired this 30-day window. For purchases not made directly through Anker's online stores, please contact retailers for refunds. For quality-related issues, please see below.

Warranty Claims for Quality-Related Issues

All quality-related defects on items sold directly by Anker or Anker's [authorized resellers](#) are covered by an extensive warranty, starting from the date of purchase (see [top of page](#) for your product's warranty timeline).

Anker's limited warranty is restricted to the country of purchase. The limited warranty is void on items taken outside the country they were originally bought in or shipped to directly from an authorized online purchase.

Quality-related warranty claims on purchases made through Anker's authorized distributors and retailers, such as Walmart and BestBuy, are handled through Anker (see list of authorized distributors and retailers [here](#)).

For quality-related warranty claims, items will be replaced with a factory refurbished model of equal value when available, otherwise a new item will be sent. In situations where a replacement is not an available or preferred option, Anker will offer a partial refund according to the usage time of the device.

Warranties on all replacements follow the same warranty timeframe of the original defective item, or 3 months after being replaced, whichever is longer. Warranties on products are void after having been fully refunded.

Process:

- Buyer must provide sufficient proof of purchase
- Anker must document what happens when buyers troubleshoot the product
- The defective item's serial number and/or visible proof depicting the defect are required
- It may be necessary to return an item for quality inspection



- For defective items that Anker needs to have returned, warranties on those replacements are voided if the wrong item is returned to Anker or if the defective item is not returned.

Valid proof of purchase:

- Order number from online purchases made through Anker or Anker's authorized resellers
- Sales invoice
- Dated sales receipt from an authorized Anker reseller that shows a description of the product along with its price

Please note that more than one type of proof of purchase may be required to process a warranty claim (such as receipt of money transfer and confirmation of address item was originally shipped to).

Warranty claims for product defects expire 90 days after opening a warranty claim. It is not possible to process a warranty claim for items that have expired their original warranty timeframe or 90-day warranty claim request period, whichever is longer.

Shipping costs must be covered by buyer in the following situations:

- Returning products for any reason other than a proven defect
- Warranty claims on items taken outside the original country of purchase
- Buyer's accidental returns
- Returning personal items
- Returning items claimed to have defects but found by Anker quality control to be in working condition
- Returning defective items in international shipping
- Costs associated with unauthorized returns (any returns made outside of the approved warranty process)

Not Covered Under Warranty:

- Products without sufficient proof of purchase
- Lost or stolen products
- Items that have expired their warranty period
- Non quality-related issues (after 30 days of purchase)
- Free products
- Repairs through 3rd parties
- Damage from outside sources
- Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)
- Purchases from illegitimate resource

Anker is not liable for:

- Loss of data incurred from use of Anker products
- Returning personal items sent to Anker

When returning items with a prepaid shipping label provided by Anker, Anker takes responsibility for any damage or loss incurred in transit. When returning items for non-quality issues, buyer assumes responsibility for any damage or loss incurred in transit. Anker does not provide refunds for items damaged in transit for non-quality related warranty claims.

Authorized Resellers and Distributors

Official seller	Warranty covers purchases from
Anker Website	Anker
Amazon.com	AnkerDirect
	Amazon vendor (US only)
B&H Photo	in store & online
eBay.com	ankerdirect, anker_outlet, eufy_official_store
Newegg.com	Anker Official Store
Aliexpress.com	Anker
Wish.com	Anker



Official seller	Warranty covers purchases from
Google Express	Anker
Walmart (online, US only)	AnkerDirect
Walmart (offline, US only)	in store
Apple Stores	in store & online
Costco (US/CA)	in store & online
BestBuy (US/CA)	in store & online
Target (US only)	in store & online
Micro Center (US only)	in store & online
Fry's (US only)	in store & online
AAFES (US only)	in store & online
GameStop (US only)	in store & online
COKeM International (US only)	in store & online
THE KROGER CO./FRED MEYER, INC (US only)	in store & online
Hammacher Schlemmer (US only)	in store & online
Drop/Massdrop	online
Woot	in store & online
Tophatter	online
Mediocre Corporation meh.com morningsave.com sidedeal.com Mercatalyst.com	online
Amazon Treasure Truck	in store
Home Depot (US only)	in store & online

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