

Return Policy

Refunds

Customers who have ordered via Paypal and Cryptocurrency can request a refund prior to shipment of their MobileCM Weather Station order. Orders paid in Cryptocurrency will be refunded based on the amount of Crypto paid (ex. 1BTC paid, 1BTC refunded). Please use the contact us form to request to begin the refund process.

Returns

The following summarizes our return policy (the “return policy”) regarding the return of our products:

Products must be returned with all pieces to process a return.

- To be eligible for a return, the product must be in the same condition in which you received it: unopened, unused, undamaged, and in its original packaging.
- Devices must not have been registered on the console.
- Shipping and handling charges are the responsibility of customers and are not refundable.
- Return requests must be received within 15 days of delivery of the item.
- If the device arrives to you in a defective or damaged condition, you have the right to request a refund or a replacement and a return label will be provided free of charge.
- Upon receipt of the return we will inspect the product; after confirming that it meets the return criteria we will issue a refund to the original payment credit card you used or send a replacement.
- Shipping costs for returns are the responsibility of the customer, HYFIX.AI shall not be liable for the shipping charges for returns other than product issues.

Warranty Terms

- HYFIX.AI holds sole discretion over the option to repair or replace.
- Replacement products may be refurbished or new at the discretion of HYFIX.AI.
- Products must be purchased as new from HYFIX.AI. Warranty only applies to the original purchaser of the product and cannot be transferred. Products purchased as secondhand, used, or from auction sites do not carry any warranty (because we cannot validate if a product has been tampered with by a previous buyer who we have no way of getting in touch with).
- The warranty duration starts 12 months from the date of delivery.
- Products provided as replacements under the RMA service will continue under the original product’s warranty at the original start date. The warranty date will not change or reset due to any RMA service performed.

- Using HYFIX.AI products with power sources that did not come with the device voids the warranty. All third-party power adapters are “use at your own risk”.
- The warranty does not cover products where the tamper-evident. All product housings must remain unopened in order to be eligible for refund or replacement.
- The warranty does not cover defects or malfunction caused by misuse, abuse, or improper maintenance, failure to follow operating instructions, or use of third-party equipment. Additionally, the warranty will not apply to damage caused by unauthorized alteration, modification, or repair of the product