



Beyondtech offers a 60-day money back return policy. If the items haven't been opened or touch or if it is proven they don't work as described in the website, within the 60 days of receiving them, customers may return them and be awarded with a full return.

If the customer ordered the incorrect items, he could return them for an exchange. If you want to initiate a return, Contact Us for a Return Material Authorization and ship the products.

Products have different limited guarantees, regarding the different materials, workmanship and usage rate. Being consumable, patch cables and Pigtailed enjoy a 180 day Exchange and Return Policy. Attenuators, Fiber Cables and ODF'S (Including all our outdoor's solutions) enjoy one year limited warranty. Custom orders cannot be returned if they function properly.

If any of Beyondtech's products fail due to a defect in materials or workmanship within limited warranty of original shipment, Beyondtech will, at its discretion, repair/replace or return the original purchase prize. To access this Limited Warranty, contact Beyondtech for a Return Material Authorization number and ship us the product.

If the customer bought a Beyondtech product to a third party, he must refer to that merchant from whom he purchased. Beyondtech limited and 60-day money back is just for products purchased directly from our webpage and authorized sellers.

Beyondtech.us warrants its products against defects in materials and workmanship for the periods noted before. During those periods, the products may be returned for replacement with equivalent products at Beyondtech discretion. Beyondtech does not warrant its products from defects or damages arising from misuse, abuse, alteration, or normal wear and tear. Any change to the warranty term is at our discretion.

Products are covered under Beyondtech warranty for the defined warranty period, starting from the date of original purchase. Clients must present the receipt or invoice of purchase when doing a return/refund request. If not, Beyondtech will not be able to offer the warranty service.

Beyondtech is not responsible for damage or loss of any programs, data, or removable storage media.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email notifying you that we have received your returned item. We will also notify you the approval or rejection of your refund.

If it is approved, your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### Return Price

The return price is the amount paid for merchandise after all discounts are applied. A portion of any coupon or promotional discount applied to the original transaction will be subtracted from all returned or exchanged items noted on the original receipt.

### Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [sales@beyondtech.us](mailto:sales@beyondtech.us)

### Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

### Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [sales@beyondtech.us](mailto:sales@beyondtech.us) and send your item to: 888 Biscayne Blvd. Suite 505. Miami, FL 33132, United States of America.

### Shipping

To return your product, you should mail your product to: 888 Biscayne Blvd. Suite 505. Miami, FL 33132, United States of America.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.