

Warranty and Returns

Limited Warranty

Bracketron, Inc. warrants this product against defects in material or workmanship for a period of one (1) year from the date of purchase. Bracketron, at its option, may repair or replace with new or refurbished product, any product which Bracketron determines to be defective. "Refurbished" means any product that has been returned to its original specifications. To obtain warranty services, you must deliver the product, freight prepaid, to Bracketron, Inc. at 5624 Lincoln Dr., Edina, MN. 55439. A dated purchase receipt MUST accompany the returned product. This Limited Warranty shall apply to any repair or replacement product for the remainder of the original Limited Warranty or for a period of ninety (90) days – whichever is longer. BRACKETRON SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. FURTHER, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Bracketron Refund Policy

Only products purchased directly from the Bracketron website, within 30 days of invoice date, are eligible for a refund.

A 15% restocking fee will be deducted for any missing parts and/or manuals.

Non-defective merchandise will be credited at original invoice price less freight and handling charges and a restocking fee of 10%.

All products must be returned in a "sellable" condition in order to receive a refund. Damaged or previously installed products cannot be refunded.

Credit will be issued within 5 business days upon receipt of merchandise at Bracketron, Inc.

Bracketron Defective Product Exchange Policy

Products deemed defective and purchased up to 1 year of invoice date are eligible for a product exchange.

Identical Product exchanges will only be made for like part numbers.

Products purchased beyond 1 year of the invoice date are not eligible for

exchange or refund.

An RMA # and Receipt Required for all Refunds or Exchanges

All products returned to Bracketron Inc. must include a Return Authorization Form, completed in its entirety. A Return Merchandise Authorization Number (RMA#) and the original receipt or packing slip must also be included with your return. Products submitted to Bracketron Inc. without a completed Return Authorization Form will be returned.

Shipping and Shipping Charges

Bracketron is not responsible for refunding the shipping costs for returned products. The customer is responsible for all shipping costs.

When sending back your return we recommend sending an item with either a tracking number or a delivery confirmation number to insure it safely arrives.

USPS Priority Mail or UPS Ground will be used for all return exchange shipments, and is solely at the discretion of Bracketron Inc.

Return Merchandise Authorization Forms

Request a Return Merchandise Authorization Number

Download & Print the Return Authorization Form

For all other inquiries please email us at info@bracketron.com