

Process a Warranty or Return Request

The Warranty

Incipio is known for its legendary warranty protection and exceptional customer service. Most Incipio products purchased through www.incipio.com are covered under Incipio's Lifetime Limited Warranty*.



Incipio's Lifetime Limited Warranty

When purchased through incipio.com, Incipio warrants such product to be free from defects in materials and craftsmanship under normal use for the lifetime of the product. Incipio will, at its sole option, repair or replace any defective product with the same product or one of equal or lesser value during the warranty term.

Products purchased through sources other than Incipio.com are not covered by Incipio's Lifetime Limited Warranty.



Incipio's One-Year Limited Warranty



When purchased through an authorized channel, products marked with Incipio's One-Year Limited Warranty are warranted to be free from defects in materials and

craftsmanship under normal use for a period of one year from date of purchase. Incipio will, at its sole option, repair or replace any defective product with the same product or one of equal or lesser value during the warranty term.

Exclusions

Incipio's Lifetime Limited Warranty and Incipio's One-Year Limited Warranty do not cover misuse, accident, or abuse; damage to any non-Incipio product, including, but not limited to device damage or loss of data; customized or custom printed product; product purchased through unauthorized channels (including eBay); promotional items; shipping or other costs associated with returning the product to Incipio; or incidental or consequential damages. You specifically agree that Incipio shall not be liable for any special, incidental, indirect, punitive, or consequential damages for breach of any warranty of any type on any Incipio product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Except as set forth above, Incipio makes no express or implied warranties and Incipio expressly disclaims any and all warranties including any warranty of quality, merchantability, or fitness for a particular purpose. Some jurisdictions do not allow the exclusion of implied warranties or limitation on how long an implied warranty may last, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state (or by country or province).

For consumers who are covered by consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by

this warranty are in addition to all rights and remedies conveyed by such consumer protection laws and regulations.

Limitation of Liability

IN NO EVENT SHALL INCIPIO, ITS OFFICERS, DIRECTORS, DISTRIBUTORS, SUPPLIERS, OR AGENTS (COLLECTIVELY "COMPANY") BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE OF ANY INCIPIO PRODUCT, INCLUDING, WITHOUT LIMITATION, DEVICE DAMAGE, DATA LOSS, OR LOSS OF USE OF ANY PRODUCT, EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF COMPANY SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE PRODUCT. SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

Obtaining Warranty Service

To obtain warranty service, please submit an RMA request below. After obtaining an RMA number, defective product must be returned to Incipio before any warranty service will be provided. You are responsible for all shipping and other costs associated with

returning defective product to Incipio. Original proof of purchase may be required to complete your warranty service request.

For questions regarding Incipio's warranty policy, please [contact our Customer Service Department.](#)

*Excludes power products (including battery cases), audio products, bags, and the ATLAS™ Waterproof Case, which are covered by Incipio's One-Year Limited Warranty.