

# Warranty & Return Information

Griffin Technology offers three different types of warranty, depending on where the product was purchased and how it is marked. Please have your packaging handy and see the options below.

## One-Year Warranty

We at Griffin will always work hard to solve any problem you might have with one of our products. We offer a one-year limited warranty on Griffin products whose packaging bears our One-Year Warranty Logo when sold through our website, and authorized retailers. We warrant our retail hardware products to be free of defects in materials and workmanship that result in failure during normal usage.

This warranty is extended to the original end-user purchaser, beginning at the time of retail purchase. This limited warranty is the sole and exclusive remedy, offered in lieu of all other warranties, expressed or implied. Griffin will not be liable for any indirect, incidental, or punitive damages arising from use of this product.

This limited warranty does not cover misuse, unauthorized modifications, and external causes such as acts of nature. This warranty does not cover normal wear and tear, or damage to any non-Griffin product used in connection with this product. This Warranty does not apply to damage caused by accident, abuse, misuse or modification of the Product. This warranty excludes without limitation any scratching or surface damage to any non-Griffin product, even if packaged with or sold with the Product.

## Ninety-Day Warranty

We at Griffin will always work hard to solve any problem you might have with one of our products. We offer a ninety-day limited warranty on Griffin products that have been refurbished by Griffin, and sold through one of Griffin's online retail channels. This warranty is only valid on factory refurbished Griffin products sold directly by Griffin, through Griffin's online store, ebay store, or Amazon Marketplace store. This warranty does not apply to any other seller on ebay or Amazon Marketplace.

This warranty is extended to the original end-user purchaser, beginning at the time of retail purchase. This limited warranty is the sole and exclusive remedy, offered in lieu of all other warranties, expressed or implied. Griffin will not be liable for any indirect, incidental, or punitive damages arising from use of this product.

This limited warranty does not cover misuse, unauthorized modifications, and external causes such as acts of nature. This warranty does not cover normal wear and tear, or damage to any non-Griffin product used in connection with this product. This Warranty does not apply to damage caused by accident, abuse, misuse or modification of the Product. This warranty excludes

without limitation any scratching or surface damage to any non-Griffin product, even if packaged with or sold with the Product.

## **Lifetime Warranty**

We at Griffin will always work hard to solve any problem you might have with one of our products. We offer a limited warranty for the lifetime of Griffin products whose packaging bears our Lifetime Warranty Logo when sold through our website, and authorized retailers. We warrant our retail hardware products to be free of defects in materials and workmanship that result in failure during normal usage.

This warranty is extended to the original end-user purchaser, beginning at the time of retail purchase. This limited warranty is the sole and exclusive remedy, offered in lieu of all other warranties, expressed or implied. Griffin will not be liable for any indirect, incidental, or punitive damages arising from use of this product.

This limited warranty does not cover misuse, unauthorized modifications, and external causes such as acts of nature. This warranty does not cover normal wear and tear, or damage to any non-Griffin product used in connection with this product. This Warranty does not apply to damage caused by accident, abuse, misuse or modification of the Product. This warranty excludes without limitation any scratching or surface damage to any non-Griffin product, even if packaged with or sold with the Product.

## **Making a Warranty Claim**

Before contacting Support, be sure to check our [Support pages](#). If your problem is still not resolved, call our Support Team using the methods listed at the [Support Contact](#) page. If we are still unable to resolve your issue, and a warranty replacement is deemed necessary, our Support Team will provide instructions for sending back your unit for replacement. Once the product is received, Griffin will, at its discretion, ship a replacement to you postage paid.

All returns must include a Return Merchandise Authorization (RMA) number, which you can request by using the methods listed at the [Support Contact](#) page. Griffin reserves the right to send you a replacement product that is the same or of a similar style, or a substitute equivalent that may not be of like kind (depending on availability.) Replacement products will be furnished only on an exchange basis. Replacement products are warranted as above for the remainder of the original applicable product warranty period, dated from the original date of purchase.

## **On Refunds**

If you purchased a product directly from the Griffin Technology website, we offer a 30-day refund based on your original method of payment. All products must be packed in the original packaging, including any accessories, manuals, and documentation that shipped with the product. All other refunds are at the discretion of the individual retailer where the product was purchased. All returns must include a Return Merchandise Authorization (RMA) number, which you can

request by using the methods listed at the [Support Contact](#) page. You can also request an RMA number directly through the Griffin web store. For purchases made from the UK web store, click [here](#). All other customers, click [here](#).

All sales of customized items are final. Such items are unique and cannot be resold, and, as such, they may not be returned for refund or exchange under any circumstances.