



RETURNS POLICY

You may return items in original, un-used/un-worn condition sold and fulfilled by civilianlab.com within **14 days** of delivery for a full refund minus shipping/handling fees. Items that received Free Shipping will be refunded the product prices minus shipping/handling fees associated with the returned items. Items must be returned in their original packaging along with a proof of purchase, such as a sales receipt or a recorded purchase transaction. Please email your request to ra@civilianlab.com to receive RA# and instruction for your returns. Any package arrived at our facility without a valid RA# will be discarded and will not be refunded. Please use a shipping method that provides tracking information when sending us the returned item(s). Return package should be mailed out by the date indicated and shipped to the address provided on your Return Authorization instruction email.

We'll provide pre-paid shipping label ONLY if the return is a result of our **fulfillment error**: 1 - you received an incorrect item/quantity or 2 - you received damaged/defective item(s) upon receipt. You must notify us within **7 days** of package arrival in order to receive pre-paid shipping label. We will ship out the replacement package via the same shipping method as the original order.

REFUND FOR RETURNED ITEM

We will process your refund within 2 weeks of receiving the return. Any returned item without its original packaging material will only be issued a refund of the product minus 15% material handling charge. Any item returned with missing parts or not in its original, un-used/un-worn condition will not be refunded and the item will be discarded. Please inspect your return carefully before sending it.

EXCHANGES POLICY

We only accept exchange request for unshipped, same-value item with different color options. If you've already received your order, please follow our returns policy. We suggest that you place a new order for the item you desire at the same time you prepare for the return to save time.

PRODUCT WARRANTY:

Civilian Lab guarantees its products (except items specified otherwise) for one year from the original date of purchase (original sales receipt required). This warranty covers the product for the original owner against defects in materials and workmanship. If the product ever fails during the warranty period due to a manufacturing or material defect, then Civilian Lab will repair or replace with like product at our discretion. This warranty does not cover damage caused by normal wear and tear, accident, improper use, or the natural break down of colors and materials over time.

PRODUCT WARRANTY EXCEPTION: ELECTRONICS AND CLOTHING

Civilian Lab guarantees its electronic products and clothing items for 30 days from the original date of purchase (original sales receipt required). This warranty covers the product for the original owner against defects in materials and workmanship only. If the product ever fails due to a manufacturing or material defect, then Civilian Lab will repair or replace with like product at our discretion. This warranty does not cover damage caused by normal wear and tear, accident, improper use, or the natural break down of colors and materials over time.

WARRANTY CLAIM PROCEDURE:

Please email your claim request to ra@civillianlab.com with your **name**, **order#**, a brief **description** of the problem, and **picture(s)** of the failure points. All warranty-claim determinations made by Civilian Lab will be within Civilian Lab's sole discretion and will be final. If your claim is accepted, you will receive a Return Authorization# and instruction by email. You must email us your claim request within the warranty period. The claimed item must be sent out by the date indicated and shipped to the address provided on your Return Authorization instruction email. Any package arrived at our facility without a valid RA# will be discarded. Please ship your claimed item(s) with a shipping method that provides tracking information. Civilian Lab assumes no responsibility for lost package or missing item(s) from the customer to our facility and shipping charges are not refundable. Civilian Lab will either replace or repair like Product. Civilian Lab will return the replacement via ground shipping or U.S. Mail within the United States. All returns to international customers will be sent using standard postal shipping.

Allow at least 3-4 weeks for your replacement to be processed and shipped.