

WYZER⁵

www.mywyzer.com

Customer Support:
support@globewyze.com

Designed by GlobeWyze Inc., Richmond Hill, ON
Canada. Assembled in China.
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WARRANTY & RETURNS

Standard Warranty

- Standard warranty is 12 months, unless otherwise noted, commencing from the date of the GlobeWyze invoice.
- Warranty does not cover damages by accident, natural disaster, neglect, misuse or improper use of the equipment.
- Before returning any product for repair, please follow the RMA process described below.

Return Materials Authorization (RMA) Process

- Before returning any product for repair, please complete the RMA form and get an RMA number.
- Please show the RMA number on the outside carton of the faulty product.
- Please ensure faulty units are well-packed and well-protected.

Technical Support

Please look for Support at www.mywyzer.com. If the issue cannot be resolved through support available at the website, GlobeWyze will provide technical assistance via email, support@mywyzer.com to rectify the issue.

Dead on Arrival (DOA)

- If a product is deemed to be DOA, GlobeWyze must be notified within 1 week.
- RMA process will be applicable for returning the DOA product to GlobeWyze.
- GlobeWyze will forward the replacement product immediately after receiving the dead unit and bear two-way shipping charges.

RMA under warranty

- If a product is deemed to be faulty within the warranty period, Customer may return it to GlobeWyze for repair via the RMA process.
- GlobeWyze will repair the product (or replace at its discretion), perform functional testing, and ship it back to the Customer.
- GlobeWyze will bear one-way shipping charge for the repaired unit return.

RMA out of warranty

- If a product is deemed to be faulty outside the warranty period, Customer may return it to GlobeWyze for repair via the RMA process.

- Repairing charges will depend on the fault. GlobeWyze will inform the Customer about repair charges before performing repair work.
- Customer will bear two-way shipping charges and repair costs.

Overseas RMA

- Customer will bear two-way shipping charges for DOA return or RMA.

Returns and Cancelled Orders

- Cancelled or Partially Cancelled Orders are subject to a 20% restocking fee (minimum \$20).
- Returns are only accepted, if unused and in original unopened packaging, within a period of 30 days from date of purchase.
- Returned items are eligible for a store credit, which is valid for 12 months. Shipping charges are non-refundable.
- Customer will bear shipping charges for returned items.

FOR RESELLERS: EVALUATION/SAMPLE PRODUCT

- Evaluation/Sample Products must be returned within 30 days in original working condition and original packaging.
- Items not returned within 30 days will be chargeable to the Customer.
- Items returned in damaged condition or with missing parts will not be accepted. Cost of such items will be chargeable to the Customer.

PRIVACY NOTICE

GlobeWyze Inc. is committed to respecting your privacy and protecting your personal information. This Privacy statement explains the current information management practices on our websites.

When you visit our websites, we will not collect your personal information unless you choose to use and receive online products and services that require it. All the personal information provided during signup and registration remains secure with us and is mainly used for accounting and shipping purposes. We are committed to protecting your privacy whether you are browsing for information or conducting business with GlobeWyze.com electronically. We make every effort to ensure that your personal information is private, confidential and secure.

We do not share your information with any third-party promotional companies.

If you have any further queries or concerns, feel free to contact us at support@globewyze.com.