

## ExactLogic Store Return Policy

### Eligibility:

- Most items purchased from the ExactLogic Store are eligible for return.
- You must initiate the return **within 15 calendar days** of receiving the item.
- Custom order items like, custom sequences and custom labeled products are not eligible for return.

### Return Process:

1. **Start your return** from our contact us page <https://www.exactlogic.com/contact>
2. Provide your order number, order data and the reason for your return.
3. Prepare your item:
  - Ensure it's in original condition.
  - Include all accessories and documentation.
  - Erase all personal data and reset the device to factory settings.
4. **Ship the item** to ExactLogic at 14295 James Road, Suite 200, Rogers, MN.

### Refunds:

- Refunds are issued to the original payment method.
- Processing typically takes **1–14 business days** after the item is received and inspected.
- Return shipping will be reimbursed if the product is determined to be defective.

### Exceptions:

- Damaged product is not eligible for a refund, if you would like the damaged refurbished, please use item [\[Controller Refurbish\]](#) .

### Additional Notes:

- Promotional codes used on returned items cannot be reused.
- You can cancel or change your order if it hasn't been dispatched yet.

