PixController Warranty & Return Policy

Limited 1-Year Warranty: PixController, Inc. warrants its products to be free from defects in material and manufacture for a period of one (1) year from the date of shipment. PixController, Inc. will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor. The customer is, however, responsible for any transportation/shipping costs. This warranty does not cover failures due to abuse, misuse, accident, fire, water damage, theft, disappearance, misplacement, or unauthorized alterations or repairs. This warranty also does not cover normal wear and tear, or cosmetic damage that does not affect functionality.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express, implied, or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives you specific legal rights, which may vary from state to state.

In no event shall PixController, Inc. be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse, or inability to use this product or from defects in this product.

This warranty is non-transferable. Warranty terms only apply to products purchased new from PixController, Inc or one of its official distributors. Used products purchased elsewhere will not be covered under this warranty.

A copy of the original sales receipt is required as the proof of purchase for warranty repairs. PixController, Inc. retains the exclusive right to repair or replace the unit(s) or offer a refund of the purchase price, less restocking, at its sole discretion. SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

Any warranty applicable to non-PixController branded products is provided by the original manufacturer.

Return Policy: All returns must be authorized by an RMA Number. Email support@pixcontroller.com for authorization number before shipping back any merchandise. Please include your name, order number, and the reason for the return in your email request. Once the RMA number has been issued to the customer the product must be shipped to PixController, Inc. within 14 days of issuing the RMA number. If the product is not shipped within this time period the RMA number will not be valid.

Returns for any unaffected products are permitted within 14 days from the date of receipt of merchandise. After such time, items will incur a 15% restocking fee. Returns of wrong ordered items are allowed. Returned merchandise will be accepted only if all the conditions shown below are met.

Shipping & handling charges are not refundable. We are not responsible for any shipping charges of merchandise being returned to us.

All returned merchandise must be in its original mint and clean condition. Returns on damaged, scratched, programmed, burnt, or otherwise 'played with' merchandise will not be accepted.

All returns must include all the factory accessories which come with the item.

With your return, enclose the original receipt or a copy of it. Also include a brief letter of explanation of why the merchandise is being returned and state your request for either a refund or an exchange. Include the authorization number on this letter, and on the outside of the shipping box.

If any item arrives damaged due to shipping, immediately contact the carrier. Keep all shipping cartons, and email PixController, Inc. immediately.

RMA Numbers: All returns must be authorized by an RMA Number. Email **support@pixcontroller.**com for authorization number before shipping back any merchandise. Please include your name, order number, and the reason for the return in your email request. Once the RMA number has been issued to the customer, the product must be shipped to PixController, Inc. 1056 Corporate Lane, Export, PA 15632 within 14 days of issuing the RMA number. If the product is not shipped within this time period the RMA number will no longer be valid.