



Return & Refund Policy

Thanks for shopping at Eylar.

If you are not entirely satisfied with your purchase, we're here to help.

If you would like to return the product or request WARRANTY service, please fill and submit this form. After we review the information submitted, a support representative will reach out via email, or phone, for additional information if needed, request payment for warranty service, and issue RMA# when everything required is in place.

30 Calendar Day Standard Return Policy

Orders that you place through eylar.com website entitled for a Standard 30 Calendar Day Limited Return for Refund. Customers can reach Eylar by filling the return request form, live chat or by calling us directly at, (909) 468-1958, in order to be issued a RMA# within 30 calendar days of the invoice date for this policy to apply for a refund/replacement. You will need proof of purchase to verify before a RMA# is issued for the return/replacement. Eylar.com will not issue refunds or replacements for items that have been misused, abused, modified or tampered and unauthorized repairs.

****All returned packages will need a RMA# printed on the outside of the box for faster processing.***

Manufacturer Warranty Return Policy

Eylar being the manufacturer outlet honors Manufacturer warranties for Repair and/or equivalent Replacement after the 30 Calendar Day Standard Return Policy is expired. Please read the Warranty Card enclosed with the product for details. Customers can reach Eylar by filling the warranty request form for a RMA #. Your proof of purchase is required for the warranty to be covered. You will then need to ship the product back to us. For Warranty return you will need to pay the Warranty Fee to cover Shipping and Handling to return the repaired/replacement item back to you as stated in the included product Warranty Card.

Please allow 1 week for delivery after we received your defective return.

****All returned package will need a RMA# printed on the outside of the box for faster processing.***

When will I get my refund?

Refunds are estimated to process in about 1 week. Most refunds are fully refunded in 2-3 days, depending on your card issuer's policies, after we receive and process your return. The refund amount will be for the single item purchased price, not including shipping and handling expenses. Customer is responsible for shipping expenses incurred when returning a product for refund.

What do I need to do before returning?

1- RMA# written on the outside box before returning it to Eylar. Without RMA# there is a possibility for delay or even loss.

2- Make sure to remove NON Eylar accessories from the product before returning it to Eylar. Eylar is not responsible for lost accessories which do not belong to the Eylar brand.

Returning Merchandise

You can return mostly new, unopened items within **30 calendar days** of delivery. Upon the approval of your returns, the money you paid for the merchandise will be used towards your next purchase(s) (store credit on popzy.com).

To start an RMA contact Support@Eylar.com to request an RMA number. (Label the box with your RMA#)

Return Address:

Eylar

186 University Pkwy, Pomona, CA 91768 USA

Phone: (909) 468-1958

Email: Support@Eylar.com

****Eylar does not cover the cost of return shipping. Orders returned without valid RMA# will not be processed or returned.***