



## Azio Limited Warranty Policy

Azio offers a One Year Warranty. Warranty begins from the purchase date on the sales receipt/invoice/proof of purchase.

Please see the table below for warranty for corresponding Azio products.

| <b>One (1) Year</b>   | <b>Non-refundable</b>        |
|---|------------------------------|
| Mechanical keyboard   | Gift cards                   |
| Non-mechanical keyboard                                       | Leather Cream and Applicator |
| USB and Bluetooth mouse                                       |                              |
| Headset   |                              |
| Accessories: Palm Rest /<br>Mouse Pad / Mouse Cover / Keycaps |                              |

Our warranty covers manufacturing or workmanship defects but does not cover damages that may have resulted from normal wear and tear, misuse, abuse, or modification of the product.

We cannot guarantee that the same model/product is available at the time your warranty claim is processed. For discontinued models/products, we will offer store credit. It has no expiration date, no restrictions, and no cash value. You can make new purchase(s) at [www.aziocorp.com](http://www.aziocorp.com) anytime.

The following information is required to begin ALL Warranty claims. Warranty claims

will be rejected if the customer fails to provide the required information. Purchases from authorized resellers qualify for warranty claim only when purchasing a new product. Purchases from unauthorized resellers do not qualify for warranty claims.

For product(s) purchased directly from [www.aziocorp.com](http://www.aziocorp.com), the following information is required:

1. **Azio Order number**
2. **Name and address on the order**
3. **Product model and serial numbers**

For new product(s) purchased from our authorized resellers, the following information is required:

1. **Proof of purchase showing the purchase date**
2. **Claimant's name and address**
3. **Product model and serial numbers**

Azio is not liable for any damages that may result from the use of our products. Warranty does not cover the repair or replacement of property such as electronic devices and/or other personal property.

Should there any questions, please email us at [orders@aziocorp.com](mailto:orders@aziocorp.com)

### **30-day Satisfaction Guarantee Policy**

You have thirty (30) days from the day you placed the order to decide (fourteen 14 days for Accessories). If you are not completely satisfied with your purchase, you can return it within 30 calendar days for a FULL refund. Shipping cost / Shipping protection / VAT / Import taxes are NOT refundable nor covered by the Azio Warranty. The product must be new/unused/resealable condition with all its original packaging and accessories intact. Your return will be rejected or subjected to 25% restocking fee if it does not meet these requirements.

Azio 30-day Satisfaction Guarantee Policy only applies to orders that are placed directly from our website at [www.aziocorp.com](http://www.aziocorp.com)

1. Customers are responsible for shipping charges incurred to return a product for a 30-day Satisfaction Guaranteed or Warranty claim.
2. Azio allows one (1) warranty claim per purchased product within its warranty period.
3. Azio has the right to inspect all returns. Restocking fee and chargeback may apply for items that are returned incomplete.
4. Shipping cost / Shipping protection / VAT / Import taxes are NOT refundable nor covered by the Azio Warranty.