

OjoPhone.com Return Policy

Ojo values our relationship with our customers and offers a return policy for products purchased directly from OjoPhone.com. Under this policy, you may return to Ojo, within the applicable return policy period, eligible products that you purchased directly from Ojo on the OjoPhone.com website, for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees, charges and deductions as set forth below.

If for any reason you are dissatisfied with your purchase from Ojo, you may return the item(s) purchased in NEW, UNUSED AND ORIGINAL CONDITION WITHIN 30 DAYS of the original purchase from Ojo. Items returned must be packaged in the original packaging with the accompanying materials as originally furnished by Ojo. All returns will be inspected prior to credit being issued. Credit will be issued for the purchase price only for the item(s) so returned. Shipping costs are nonrefundable. Ojo reserves the right to assess a restocking charge of \$25 on all returned items.

When returning a product, all parts, pieces, accessories, manuals, warranty information, and printed materials must be in their original packaging with the product in order to be eligible for a full refund.

How to Return a Product

Contact Ojo Services at 1-877-FOR MY OJO to request a Return Materials Authorization (RMA) number. Any returns mailed to us without a pre-approved RMA may be refused without notice, and automatically returned. A handling fee may also be assessed. An RMA is valid for 10 days.

You will be responsible for all shipping and insurance charges for returns, unless otherwise indicated by Ojo in writing. If you choose not to insure your package, you will be responsible for any loss or damage.

Credit

Upon our acceptance of the merchandise in conformity with this policy, the purchase price will be credited to the credit card used for the original purchase. Allow 14 days (not including delivery time) from when we accept your returned product for the processing of your credit. Additional charges may be assessed for products returned with any missing items, such as manuals and accessories.

Damaged, Defective or Incorrect Items

If you return a damaged, defective or incorrect item, you will not receive a credit.

Personal Data

Please remove all personal data (e.g., phone book entries, call log entries, etc.) from any returned products. Ojo is not responsible for any personal data left on or in these items.

Rebates

Any product that was purchased with a mail-in rebate or other promotional incentive is subject to having the amount of the rebate or incentive deducted from the refund amount.

Promotional Items

Any product that is returned without a promotional item(s) included with the original transaction will have the value of the promotional item deducted from the refund amount.

International Returns

You are responsible for any additional duty, taxes, brokerage fees and insurance fees that may be assessed for returned items shipped internationally. Shipping charges are the responsibility of the customer for warranty replacements. The customer is also responsible for any duty, tax or brokerage fees and insurance for replacements.

Questions about this Policy

If you have any questions about this policy, please contact Ojo customer service at 1-877-FOR MY OJO (877-367-6965) or send an e-mail to customercare@ojoservices.com.