Return Policy

Thank you for your purchase. We hope you are happy with your purchase from Spangle Tech LLC ("STL"). However, if you are not completely satisfied for any reason, you may return it to us for a refund, store credit, or an exchange . Please see below for information on STL's return policy.

If an item you have purchased from STL is not working as expected within the return period, please contact us at help@spangletech.com and we would be glad to assist. We can help resolve the issue or provide for an exchange for the same product, or perhaps a better fit for your needs!

Returns

All returned items must be in "like new" and either unused (or gently used) condition, in the sole discretion of STL. Items that are damaged, unsanitary, dented, scratched or missing contents will be denied a return. Clothing and apparel must be returned with all original tags and labels attached.

1) **Unopened Products**: Unopened products purchased directly from STL may be returned for a full refund within thirty (30) days of purchase with valid proof of purchase.
2) **Open Products**: Opened products purchased directly from STL (including customer computers and IP cameras/systems) may be returned upon the following conditions:
   o Item returned within 14 days of purchase;
   o 20% restocking fee will apply;
   o Not applicable to products that are damaged, abused or missing any accessories or original box.

The following items cannot be returned or exchanged:

- Custom Orders;
- Completed services;
- Products that have been damaged, modified, abused or missing any accessories (including original box);
- Any product missing the Serial Number or UPC;
- Downloadable software products. EX-Windows 11 Pro;
- Sale or discounted items.

For products a customer believes were sold in a defective condition, please contact us at help@spangletech.com to arrange a repair or exchange (if the product is still under warranty). Items under warranty which STL is unable to repair or replace will be provided a credit or refund.

Return Process

If you wish to return a purchased item to STL please email customer service at returns@spangletech.com to obtain a Return Merchandise Authorization (RMA) number. After receiving an RMA number, please securely package the item and any accessories which accompanied the item, in its original packaging, include your RMA number , and ship to STL at the following address:

Attn: Returns

957 Brookstone Drive

Franklin, IN 46131

United States

Customer remains responsible for all return shipping charges. STL strongly recommends obtaining a trackable shipping method . STL is not responsible for damaged or lost products.

Refunds

Upon STL's receipt and inspection of the returned item[s] STL will advise you whether the item is eligible for return or exchange. Please allow at least seven (7) days from receipt to process and inspect any returned item[s]. If applicable, please allow 1-2 billing cycles for a refund to appear on your credit card statement. . STL will notify you when your return has been processed.

Please Note

STL is not responsible for any data, media, files, or any content left on a device, hard drive, or product that is returned or replaced. Please make sure you delete all important content, media, and data before shipping any item to STL for return.

Questions

If you have any questions concerning our return policy, please contact us at:

463-701-0167

returns@spangletech.com