



## Warranty Process

GoConex is proud to pioneer switching without wire. Where people can move, add or change how switches work to enhance their spaces and the way they live.

In the event you wish to return your item(s), please follow the procedure below:

- Complete the return request at [www.GoConex.com/warrantyandexchanges](http://www.GoConex.com/warrantyandexchanges).
- Item(s) must be unused, in the original condition and packaging.
- Please take care to pack item(s) securely and safely to prevent any loss or damage during transit. Manufacturer is not responsible for any in-transit damages, for product shipped by the customer. Customer is responsible to report and claim for all damages as a resulting from the transport company.
- Freight to return new working product is the customer's responsibility.
- Manufacturer replacement policy is applicable only on the products "sold by GoConex & GoConex" and not from any other Merchant / Seller or Marketplace. In that case, Seller Specific Return Policy will be followed.
- Credit issued will be to the payment format used to purchase the product.
- Returns for products that are not a result of manufacturing defect are subject to 25% restocking charge.



By Levven

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