

NovaTech Solutions — Return & Refund Policy

Hardware Return Policy

NovaTech offers a 30-day satisfaction guarantee on all hardware products purchased directly from novatech.com or authorized retail partners. If you are not completely satisfied with your purchase, you may return it within 30 calendar days of the delivery date for a full refund.

To be eligible for a return, the product must be in its original packaging with all accessories, manuals, and cables included. The product must be free of physical damage beyond normal unboxing wear. Products with signs of intentional damage, water damage, or unauthorized modifications are not eligible for return.

Refurbished or clearance items purchased from our outlet store are subject to a 15-day return window and may be subject to a 15% restocking fee.

Products purchased from third-party retailers must be returned to the original place of purchase in accordance with that retailer's return policy. NovaTech cannot process returns for products not purchased directly from us.

How to Initiate a Return

Step 1: Log in to your NovaTech account at novatech.com/account and navigate to "Order History." Find the order containing the item you wish to return and click "Request Return."

Step 2: Select the reason for your return from the dropdown menu and provide any additional details. This helps us improve our products and services.

Step 3: You will receive a prepaid return shipping label via email within 1 business day. Print the label and securely pack the item in its original packaging.

Step 4: Drop off the package at any UPS or FedEx location. You can also schedule a free pickup by calling UPS at 1-800-742-5877.

Step 5: Once we receive and inspect the returned item, your refund will be processed within 5 to 7 business days. You will receive a confirmation email when the refund is issued. The refund will be applied to your original payment method.

If you purchased the item as a gift, we can issue a NovaTech store credit instead of refunding the original payment method. Please contact support@novatech.com to request this option.

Software and Subscription Refunds

Monthly Subscriptions: You may cancel your NovaTech Cloud Suite subscription at any time. No refunds are issued for partial months already billed. Your access continues until the end of the current billing period.

Annual Subscriptions: If you cancel within the first 30 days of an annual subscription, you will receive a full refund. After 30 days, you may cancel at any time but no prorated refund will be issued — your access continues until the end of the annual period.

Enterprise Contracts: Enterprise plan refunds are governed by the terms of your individual service agreement. Please contact your account manager or enterprise@novatech.com for assistance.

In-App Purchases: Purchases of add-ons, extra storage, or premium templates are non-refundable once delivered. If you experience a technical issue with an in-app purchase, please contact support for assistance — we may offer credit at our discretion.

Warranty Information

All NovaTech hardware products come with a standard 2-year limited warranty that covers defects in materials and workmanship under normal use conditions. The warranty period begins on the date of original purchase.

What is covered: Manufacturing defects, hardware malfunctions not caused by user misuse, battery defects (battery capacity guaranteed to retain at least 80% of original capacity for 2 years).

What is not covered: Physical damage from drops, spills, or misuse. Damage caused by unauthorized repair or modification. Cosmetic damage such as scratches or dents that do not affect functionality. Damage from power surges or lightning strikes. Normal wear and tear.

Extended Warranty: You may purchase NovaCare+ extended warranty within 60 days of your original purchase. NovaCare+ extends your coverage to 3 years total and adds accidental damage protection (2 incidents covered with a \$49 service fee per incident). NovaCare+ pricing: \$29.99 for accessories, \$79.99 for cameras and doorbells, \$99.99 for Hub, thermostat, and smart lock.

To make a warranty claim, contact support@novatech.com with your order number and a description of the issue. We may ask you to perform basic troubleshooting steps. If the issue cannot be resolved, we will arrange for a replacement device to be shipped to you at no cost.