



ANALYSIS PLUS WARRANTY AND RETURNS POLICY

Our Analysis Plus Warranty and Returns policies are designed to provide the best possible post-purchase experience for our *retail* customers. Please take a moment to read this information and review our [Return Merchandise Authorization](#) form. If you have questions, just contact us.

Product Warranty

Our Analysis Plus Warranty covers mechanical defects for a period of one year from the date of purchase on products sold as new. Proof of purchase is required.

NOTE: The warranty period for **QiJACK** products is for the lifetime of the product subject to all other terms of our Warranty and Returns Policy.

Analysis Plus products will *not* be covered under warranty if they:

- Have been altered or modified in any way.
- Have been damaged due to misuse, negligence, accident, or improper operation.
- Have been subjected to water damage, or extremes of humidity or temperature.
- Have been purchased from an unauthorized dealer, or unauthorized repair or service has been performed.

Our warranties are *non-transferable*.

Analysis Plus products are built to the highest quality standards. However, in the unlikely event of a mechanical defect as part of the manufacturing process, please reference the following information regarding Returns.

Return of Standard Products

Standard Products are defined as any Analysis Plus product currently available and configurable on our website (analysis.plus).

Defective Products

If you received a product that is defective on arrival, you may return the product to us for repair, replacement, or refund within 14 days of arrival.

If your product does not perform properly *after* 14 days because of a mechanical defect in the manufacturing process, you must file a Warranty claim. Analysis Plus will repair or replace the product based on our determination of the problem.

Non-Defective Products

Note: *If you purchased your product from one of our Authorized Dealers, you must contact them directly.*

In the instance where you may, for some reason, be dissatisfied with an otherwise normally functioning Analysis Plus *Standard Product* that you purchased directly from us, your return options within 14 days of arrival are conditional as follows:

- Product must be in the exact condition that it was received, including packaging.
- You must cover the cost of shipping the product back to us.
- **Because Analysis Plus high-end products are built to order, you will incur a restocking fee of 10% upon return.**

Return of Custom Shop Products

Custom Shop Products are defined as any product built to customer specifications by Analysis Plus that is not currently available and configurable on our website (analysis.plus).

Defective Products

If you received a Custom Shop product that is defective on arrival, you may return the product to us for repair or replacement within 14 days of arrival.

If your product does not perform properly after 14 days because of a mechanical defect in the manufacturing process, you must file a Warranty claim. Analysis Plus will repair or replace the product based on our determination of the problem.

Non-Defective Products

Custom Shop Products are not eligible for return and refund.

Purchases through International Dealers

Important: If you purchased your Analysis Plus product through one of our Authorized International Dealers outside the USA, you should contact them first for instructions regarding returns *of any kind*.

Return Process

Please follow these instructions for ANY product returned to Analysis Plus:

- A **Return Merchandise Authorization** (RMA) must be requested and received from Analysis Plus for all returns regardless of the reason.
- Your RMA number must appear in any correspondence as well as on or near the return shipping label.
- You must initially cover the cost of return shipping to Analysis Plus. In the case of products received as defective on arrival, and confirmed by us as a manufacturing defect, we may choose to provide you with a pre-paid shipping label or reimburse you for the cost of shipping in a manner of our choosing.

To get started with a *Return*, please use the [Return Merchandise Authorization](#) form.