

Official Warranty & Return Policy

Company Name: 2B Global INC

Policy Effective Date: 01/01/2026

1. Warranty Coverage & Duration

Unless otherwise stated on the specific line item or invoice, 2B Global INC warrants that all products will be free from material defects and functional failures for the duration of the warranty period.

- **Standard Warranty:** 30 to 90 Days (Refer to specific invoice for exact term).
- **Condition Definitions:**
 - *Refurbished/Tested:* Fully tested, cleaned, and restored to functional standards. Covered by Standard Warranty.
 - *Used:* Tested for key functions (Power On/POST). Covered by Standard Warranty.
 - *New/New Open Box:* Covered by manufacturer warranty (if applicable) or 2B Global INC Standard Warranty.
- **Start Date:** Warranty period begins on the **date of delivery** to the customer.

2. Return Merchandise Authorization (RMA) Process

No returns will be accepted without a valid RMA number.

1. **Request:** Customers must request an RMA number by contacting our support team before the warranty period expires.
2. **Validity:** RMA numbers are valid for **10 business days**. Items received after this window may be refused.
3. **Packaging:** Items must be returned in their original condition with sufficient packaging (ESD protection/foam) to prevent transit damage.

3. Shipping Costs & Liability

- **Defective / DOA Items:** If the item is deemed defective by 2B Global INC technicians:
 - **Domestic:** 2B Global INC will provide a prepaid ground shipping label for the return.
 - **International:** 2B Global INC will cover standard return shipping costs (excluding duties/taxes).
- **Non-Defective / Customer Error / Remorse:** If the customer ordered the wrong part, or no defect is found during testing:
 - **Customer Responsibility:** The customer is responsible for all return shipping costs.
 - **Original Shipping:** Original shipping charges are non-refundable.

4. Restocking Fees

Restocking fees apply to returns of non-defective equipment (No Trouble Found), customer ordering errors, or cancellations after shipment. The fee percentage is based on the condition of the returned item:

- **Standard Restocking Fee (20%):** Applies to Used/Refurbished items returned in the same condition as sold.
- **New/Sealed Item Opened (35%):** Applies if a product sold as "New/Factory Sealed" is returned with the seal broken or box opened. (Opening a sealed product significantly reduces its resale value).
- **Incomplete Return (50%):** Applies if the item is returned missing original accessories, cables, brackets, or packaging materials.
- **Damaged by Customer (Void):** Items returned with physical damage caused by the customer are **not eligible for refund** (Warranty Void).

5. Warranty Exclusions

This warranty is void if the equipment has been subjected to:

- **Physical Damage:** Mishandling, dropping, or shipping damage caused by poor return packaging.
- **Alterations:** Removal of warranty stickers, serial numbers, or internal component swapping.
- **Misuse:** Improper voltage, water damage, overclocking, or usage outside manufacturer specifications.
- **Software:** Software compatibility, licensing issues, or firmware updates are not covered by hardware warranty.

6. Remedy (Repair, Replace, Refund)

In the event of a valid warranty claim, 2B Global INC reserves the right to provide a remedy in the following order of preference:

1. **Repair:** We will attempt to repair the unit to full working order.
2. **Replace:** If repair is not possible, we will provide an exact or functional equivalent replacement.
3. **Refund:** If no replacement is available, a full refund of the product purchase price will be issued.

7. International Returns (Customs & Duties)

For all international shipments:

- The **Buyer** is strictly responsible for all customs duties, taxes, and import fees associated with the return shipment.
- If 2B Global INC is charged customs fees upon receipt of a return, these amounts will be deducted from the final refund.