

## Return Policy

At Senstone, our goal is to provide you with impeccable experience with your Wearable Voice Assistant. We want you to be happy with your Senstone, so we strive to make sure our return policies reflect that.

If you're having any trouble, first please review the troubleshooting tips available in the [Instruction Manual](#) or emailing us at [support@senstone.io](mailto:support@senstone.io).

If you are still needing assistance, don't hesitate to reach out to our Customer Support team about a return or exchange within 30 days of the purchase.

### Order Cancellation

To cancel an order made on [senstone.io](http://senstone.io), please email our Customer Support at [support@senstone.io](mailto:support@senstone.io) with the headline Return / Refund.

When you contact us, please have Order Number and Confirmation Email sent to us. If you don't have that number, we may ask for your home address or phone number to help us find your order.

If your order has shipped, you will not be able to cancel your order or change address.

### Returns

All return and warranty replacement requests should be placed through our Customer Support at [support@senstone.io](mailto:support@senstone.io). You will be provided with the instructions along with the correct address to return your product.

Consumers at their own cost can return an unused product **within 30 days** of purchase for a full refund **minus 4% processing fee**.

Proof of the purchase is required. Your Senstone will need to be returned in its original packaging with all parts originally sent to you in brand-new condition. Senstone Inc. retains the right to refuse to accept the return if the returned product is not in 'like new' condition, missing any parts of the set or packaging.

### What about shipping?

Original shipping costs are non-refundable. For all returns shipping charges **must be prepaid** by the customer.

Senstone Inc is not liable for any units damaged or lost during return shipping. Senstones should be packaged in its original gift box within an outer cardboard box to ensure safety. We recommend using a reputable courier and service that provides a tracking number and insurance.

For non-U.S. customers, please mark the package 'PRODUCT RETURN' to avoid any delays due to customs.

### When will I receive my refund?

After you send us your return we will inspect the package and device. If all components are included and in brand-new condition we will approve the refund and issue your funds minus 4% processing fee.

Please allow up to 10 business days for a refund to be processed once we have received your package. We will email you once your refund is approved and funds have been sent.

If your refund is not approved, we will email you with this result. If there are missing components and you wish to supply those you can mail them to us.

**How are funds sent back to me?**

We will credit the debit/credit card used to purchase Senstone whenever possible. If not available, we can issue a refund via Paypal and will need your PayPal account (associated email).

**What if I have a problem after 30 days?**

Senstone will replace defective, in-warranty items, including shipping, at no charge. Refer to the [Warranty](#) for warranty terms.

**Senstone Inc. reserves the right to refuse refunds if any of the above conditions are not met.**