



## Return Policy

1. Upon notification of a valid Limited Warranty claim, 2NDGEAR will provide a prepaid return label for the return of the defective Equipment at 2NDGEAR's expense. At its discretion, 2NDGEAR may provide for an advance cross ship depot warranty in order to provide you with replacement Equipment prior to 2NDGEAR receiving the damaged Equipment.
2. All defective Equipment should be returned to 2NDGEAR at the address listed at the bottom of this policy and packed to ensure against damage during shipment.
3. 2NDGEAR will ship the replacement Equipment at its expense.
4. If 2NDGEAR determines that the problem with the Equipment is not covered by 2NDGEAR's Limited Warranty, you will be charged a \$30 inspection fee plus shipping to have the Equipment returned to you.
5. All defective Equipment returned for credit must be complete (e.g., all manuals, keyboards, cables, a/c adapters, external CD-ROM or floppy drives, etc.).
6. If 2NDGEAR determines that the problem with the Equipment is not covered by 2NDGEAR's Limited Warranty and 2NDGEAR has already replaced the Equipment, then in addition to the payment of the purchase price for the replacement Equipment, 2NDGEAR will invoice you for all costs incurred.
7. Before you return the defective Equipment, you are responsible for maintaining a backup copy of all data and removing all information, including personal information that you want to protect. IN NO EVENT WILL 2NDGEAR OR ITS REPRESENTATIVES, AGENTS, OR AFFILIATES BE RESPONSIBLE FOR ANY LOSS OF DATA, SOFTWARE OR OTHER INFORMATION CONTAINED, STORED, OR MAINTAINED ON THE RETURNED EQUIPMENT. To facilitate advance shipments of replacement Equipment, 2NDGEAR will create an invoice (referencing your Return Merchandise Authorization Number ("RMA")) for the purchase price of the replacement Equipment. If you return the defective Equipment within twenty (21) days from receipt of the replacement Equipment and the defective Equipment is found to be covered by the Limited Warranty, 2NDGEAR will void the invoice. If the defective Equipment is not returned to 2NDGEAR within the 21-day period or is not covered by the Limited Warranty, the invoice will be due and payable in accordance with its terms.

Limited Warranty inquiries and claims can be made by contacting your 2NDGEAR Sales Representative directly.

Or by contacting the 2NDGEAR Customer Service Department directly:

**Toll-Free:** 1-800-506-6704

**Email:** [customerservice@2ndgear.com](mailto:customerservice@2ndgear.com)

**Business Hours:** Monday-Friday, 7:00 AM and 4:30 PM PST.

Defective Equipment should be returned to the following address:

**2NDGEAR LLC**

7501 Meridian PL NW, Suite B-3  
Albuquerque, New Mexico 87121

RMA# \_\_\_\_\_

*Rev. 02/2026*