

WARRANTY POLICY

Customers should first contact their place of purchase to determine the reseller's warranty policy. Antop Antenna's warranty will take effect after the expiration of reseller's policy. Antop Antenna, warrants its products for a period of one (1) year from the original date of purchase. Warranty is valid only with proof of purchase. Warranty does not apply to defects or failures of product caused by; neglect, misuse, negligence, accident, abuse, mishandling, misapplication, alteration, modification, power outage, unauthorized/unreasonable use, or any uncontrollable environmental damage.

RETURNS & REFUNDS

For any return, customers should first contact their place of purchase to determine the reseller's return policy. A Return Material Authorization (RMA) number must be obtained in advance by contacting Antop Antenna customer service via e-mail or telephone. Merchandise returned to Antop Antenna must have a RMA number displayed on the box and a copy of your proof of purchase inside the package. Absolutely no refund after 30 days of purchase from Antop Antenna. A restocking fee of 15% will be deducted from any refund, ask representative for further details. Refund policy for US & Canada customers only.

EXCHANGE & REPLACEMENT

For any exchange or replacement, customers should first contact their place of purchase to determine the reseller's policies. No upgrades or exchanges for different models or SKU's. One (1) Year limited manufacturer's warranty for exchange of product due to malfunction, failure or defect, missing parts or components. Exchanges will be for the same item, model and/or SKU, within one (1) year of original purchase date. A Return Material Authorization (RMA) number must be issued by Antop Antenna prior to returning any product or part. To obtain an RMA, contact Antop Antenna via email or telephone.

SHIPPING & COSTS

Customer will be responsible for shipping costs of merchandise sent to Antop Antenna. Please consult a customer service representative for details. When shipping any item to Antop Antenna, please consider using a trackable shipping method. Antop Antenna cannot be held responsible for lost or misdirected shipments. Exchanged and returned products must be sent to: Antop Antenna, RMA Department, 2313 E. Philadelphia Street, Suite L, Ontario, California 91761. To receive a Return Material Authorization from Antop Antenna please send your request to RMA Dept: RMA@antopantenna.com To speak to Customer Service: Via telephone, M-F, 9am to 5pm (PST) 909-947-8883. Via Email: support@antopantenna.com

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