



WARRANTY & RETURN POLICY

Klein Electronics, Inc. warrants all products against failure within the assigned warranty period for that specific product. We proudly stand behind our "No Hassle Guarantee".

Warranty Periods

1-Year Warranty: This applies to Pocket, Decibel, and BBGR Radios, as well as Chargers, Parts, Batteries, Bluetooth Products.

2-Year Warranty: This applies to the SHIFT radios and Dispatch PTT products.

3-Year Warranty: This applies to 2-Way Radios and Repeaters (excluding Pocket, Decibel, and BBGR models), along with all Wired Audio Accessories.

The RMA Process

Our replacement process is designed to be seamless:

- **Initiate an eRMA:** Fill out the electronic RMA (eRMA) form on our website.
- **Support Review:** For accessory claims, a Klein support representative will contact you promptly via email or phone. We will inform you whether the defective goods need to be returned or if they can simply be disposed of. In either case, we will ship a new replacement item for free.

Return Requirements & Evaluation

- Our **no-return-required** program applies to all wired earpiece kits.
- We require the return of Radios, Multi Chargers, and the Valor RSM for technical evaluation. Understanding what caused a defect helps us ensure it does not happen again. These products are still replaced with new items for free, but returning the failed item is an important step.
- If you experience failures with more than one or two items, we may request that they be returned for defect analysis to help improve our future production processes.
- Any shipment errors must be reported within **3 business days**. Please review your order immediately upon receipt and contact us.

Returns for Credit & Refunds

- All custom orders are **final**.
- Standard items may only be returned for credit if they are unused, in their original packaging, and purchased within the last thirty (30) days.
- A **20% restocking fee** applies to all returns for credit that meet these conditions.
- Unless otherwise agreed upon between Klein and the client, all refunds will be issued as **store credit**.

End-of-Life (EOL) Policy

- If an End-Of-Life product is under warranty and no longer in stock, you will receive a compatible or comparable product.
- If a comparable replacement is not available, a refund may be issued.