



Ironwood Hardware Policies and Limited Warranty

Ironwood's Hardware Policies and Limited Warranty applies to new and refurbished hardware and accessories (Products) purchased directly from Ironwood.

Returns

If you are not fully satisfied with your purchase, you may return your Products within thirty (30) days of delivery as long as they are in their original condition and packaging. Provided Products are returned in their original condition and packaging, we will refund your purchase price in full and cover the cost of return shipping. You must return all Products, cords, cables, parts, and documentation that were included with the original package and all must be in the original condition and packaging. Refunds will be applied to the original purchase method. Only Products purchased directly from Ironwood can be returned to Ironwood. You will not be eligible for a refund if Products are not returned in their original condition and packaging, including all cords, cables, parts and documentation that were included with the original package. Products purchased through Ironwood vendors or partners must be returned to the respective vendor or partner according to their respective return policies, and Ironwood will not be responsible for any refunds associated with Products purchased through any of its vendors.

Limited Warranty for Hardware

Ironwood warrants hardware purchased from Ironwood against defects in materials and workmanship under normal use for a period of one (1) year from the shipping date. Ironwood will replace defective hardware at no cost during the one (1) year limited warranty period. The original defective hardware must be returned using the shipping label provided by Ironwood along with accessories and cables within fourteen (14) days of receiving your replacement hardware. You will be required to provide a payment card number to Ironwood when you initiate a warranty-based return. In the event you fail to return the defective hardware within fourteen (14) days of your receipt of the replacement hardware, Ironwood will charge the card provided for the replacement cost. This limited warranty is only available to the original purchaser of the hardware. No Ironwood agent, partner, or employee is authorized to make any modification, extension, or addition to this limited warranty. To initiate a warranty based return, please contact Ironwood Customer Service by calling 844-449-7687 or emailing customerservice@teamironwood.com.

This limited warranty does not apply to the following:

- Hardware provided at no cost by Ironwood.
- Hardware subject to alteration, repair, tampering, accident, abuse, misuse, fire, acts of god (including, without limitation, earthquake, flood, hurricane, lightning, or tornado) or other external causes.
- Hardware provided by or purchased through a third party.
- Any consumable parts such as batteries or software.

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