# Return Policy

****Return products you are unsatisfied with.****

If you are not 100% satisfied with your purchase, you can return your order within ****7 days**** of receipt for a full refund or a replacement. Please contact us via support@fetechsports.com for return address. ****Please be advised that customers are responsible for all return shipping charges.****

****Return the wrong item.****  
If the item you received is completely different from the one you ordered, please contact our Customer Service with photos or videos of the different product. If a return is necessary, replacement plus return shipping cost will be issued to you on receiving the returned product. Or if you take it , we will offer a 10% discount for buying it, and we will send the replacement product to you.

****Return defective items.****  
If your product turns out to be a defective one with physical damage within ****30**** days from the receiving date. The customer can mail the item back in the original package without any wear and tear for a free replacement. However, you will need to provide photos and videos showing the defect(s) of the product.   
\*NOTE: We strongly recommend obtaining and saving your return tracking number until you are notified that we have completed your refund.\*  
****When will a replacement be sent?****  
Replacements are treated the same way as those of new orders -- they typically arrive in 10 to 13 days. If a product needs to be returned for replacement, the replacement is sent after receiving the returned item.  
****How long does it take for me to get a refund?****  
It may take 1 or2 weeks for your return to reach our warehouse. Once it is received and inspected (usually within 72 hours of receipt) your refund will be processed and automatically applied to your credit card or original method of payment within 2 days. Please note that depending on your credit card company, it may take additional 2-10 business days after your credit is applied for it to post to your account.